Library of California Board Meeting
October 20-21, 2004

For further information contact:
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October 20, 2004
BOARD ORIENTATION SESSION
9:00 a.m. – 12:00 p.m.
California State Library
914 Capitol Mall, Room 500
Sacramento, CA

October 20, 2004
COMMITTEE MEETINGS
Budget and Planning Committee
1:00 p.m. – 2:00 p.m.
Resource Sharing Committee
2:00 p.m. – 3:30 p.m.
Legislative Committee
3:30 p.m. – 4:30 p.m.
California State Library
914 Capitol Mall, Room 500
Sacramento, CA

October 21, 2004
LSTA ADVISORY COUNCIL ON LIBRARIES MEETING
9:00 a.m. – 10:30
LOC BOARD BUSINESS MEETING
11:00 a.m. – 4:00 p.m.
California State Library
914 Capitol Mall, Room 500
Sacramento, CA

9:00 P.M. – 12:00 P.M. – LIBRARY OF CALIFORNIA (LOC) BOARD ORIENTATION SESSION

General Overview

1. Board Roles, Responsibilities, and Protocol - Paul Smith, State Library Counsel
2. Budget Overview - Cameron Robertson, Deputy State Librarian
3. Board Web Page – Ira Bray
4. CLSA and LoC Reference Guide – Sandy Habbestad
5. Board Travel Reimbursement
6. Board Agenda Packet Documents

Resource Sharing

1. CLSA/LoC Loan Services
   a. Interlibrary Loan (ILL) - *funded*
   b. Multitype ILL Pilot Project
   c. Direct Loan - *funded*
2. CLSA System-level Programs
   a. Reference - *funded*
   b. Communications & Delivery - *funded*
   c. System Advisory Board - *funded*
3. CLSA Statewide Data Base Program - *funded*
4. CLSA Consolidations and Affiliations
5. History and Status of Library of California Programs and Regions

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LOC BOARD COMMITTEE MEETINGS

Budget and Planning Committee
Sarah Pritchard, Chair; Anne Bernardo; Sonia Levitin; Lucy Lin; Paymaneh Maghsoudi
1:00 p.m. – 2:00 p.m.

1. **CLSA Baseline Budget – *Document 6***
   Consider 2004/05 CLSA baseline budget by program *(on consent calendar)*
2. **CLSA System Plans of Service – *Document 7***
   Consider System Plans of Service for fiscal year 2004/05 *(on consent calendar)*
3. **Planning for Future Funding**

RESOURCE SHARING COMMITTEE
Victoria Fong, Chair; Paymaneh Maghsoudi; Sarah Pritchard
2:00 p.m. – 3:30 p.m.

Action Items:

1. **Interlibrary Loan (ILL) and Direct Loan Programs – *Document 8***
   a. Consider CLSA loan reimbursement rates for 2004/05 *(on consent calendar)*
   b. Consider prorating the CLSA loan reimbursement program for 2004/05 *(on consent calendar)*
   c. Update on the LoC multitype cost study
2. **CLSA System Reference Program – *Document 9***
   a. Consider CLSA System population and membership figures for 2004/05 *(on consent calendar)*
   b. Update on CLSA System Plans of Service for 2004/05
3. **CLSA System Advisory Board (SAB) Program – *Document 10***
   a. Consider SAB member attendance at CLA annual conference *(on consent calendar)*
   b. Update on CLSA System Plans of Service for 2004/05
4. **CLSA Statewide Data Base Program – *Document 11***
   Consider CLSA Statewide Data Base funding for 2004/05 *(on consent calendar)*
5. **Regional Library Network Development – *Document 12***
   Consider application(s) for membership with Regional Library Networks *(on consent calendar)*

Information Items:

1. **CLSA System Communications and Delivery – *Document 13***
   Update on CLSA System Plans of Service for 2004/05 – *(on consent calendar)*
2. **CLSA Consolidations and Affiliations – *Document 14*** *(on consent calendar)*
3. **CLSA Statewide Communications and Delivery – *No Report***
4. **LoC Reference – *No Report***
5. **LoC Statewide Information Databases – *No Report***
6. **LoC Telecommunications Infrastructure – *No Report***
7. **Resource Library Development – *No Report***

LEGISLATIVE COMMITTEE
3:30 p.m. – 4:30 p.m.
Susan Steinhauser, Chair; Anne Bernardo; Penny Kastanis; Jane Lowenthal

1. **Report from the Chair**
2. **Federal Legislative Issues – *Document 15***
3. **State Legislative Issues – *Document 16***
4. **Legislative Strategies**
5. **Agenda Building**

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October 21, 2004
LSTA Advisory Council on Libraries Meeting
9:00 a.m. – 10:30 a.m.
California State Library
914 Capitol Mall, Room 500
Sacramento, CA

October 21, 2004
LoC Business Meeting
11:00 a.m. – 4:00 p.m.
California State Library
914 Capitol Mall, Room 500
Sacramento, CA

A. BOARD OPENING

1. **Pledge of Allegiance**
   Recite the Pledge of Allegiance
2. **Welcome and Introductions**
   Welcome and introduction of Board members, staff and attendees
3. **Election of Board President for 2004 – *Document 1***
   a. Report from the Nominating Committee
   b. Consider Board President for 2004
4. **Adoption of Agenda**
   Consider agenda as presented or amended
5. **Approval of October 2003 Board Minutes – *Document 2***
   Consider minutes as presented or amended
6. **Resolutions – *Document 3***
   Consider Library of California resolutions for John Kallenberg, Maurice Calderon, Fred Gaines, Dr. Kevin Starr

7. Adoption of the Consent Calendar

All items listed (below) on the Consent Calendar are considered by the Library of California Board to be routine and non-debatable and will be approved by a single motion. There will be no separate discussion of these items unless a Board member, staff member or other attendee requests the item removed from the Consent Calendar for separate discussion.

Consent Calendar

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:

I move that the Library of California Board approve the Consent Calendar included with the agenda of October 21, 2004.

ACCEPTANCE OF REPORTS WITH ACTION:

a) Budget and Planning

1. Consider 2004/05 CLSA baseline budget by program **– *Document 6***
2. Consider System Plans of Service for fiscal year 2004/05 **– *Document 7***

b) Resource Sharing

1. Consider CLSA loan reimbursement rates for 2004/05 – ***Document 8***
2. Consider prorating the CLSA loan reimbursement program for 2004/05 – ***Document 8***
3. Consider CLSA System Population and membership figures for 2004/05 – ***Document 9***
4. Consider CLSA System Advisory Board attendance at 2004 CLA annual conference in San Jose – ***Document 10***
5. Consider CLSA Statewide Data Base funding for 2004/05- ***Document 11***
6. Consider application(s) for membership with Regional Library Networks – ***Document 12***

ACCEPTANCE OF REPORTS WITHOUT ACTION:

c) Resource Sharing

1. CLSA System Communications and Delivery program update – ***Document 13***
2. CLSA Consolidations and Affiliations – ***Document 14***

B. REPORTS TO THE BOARD

1. Board Acting President's Report

Report on activities since last Board meeting

2. Chief Executive Officer's Report

Report on activities since appointed State Librarian

3. **Election of Board Officers for 2005 – *Document 4***
   a. Report from the Nominating Committee
   b. Consider Board President and Vice-President for 2005
4. **Library of California Board meeting schedule and locations – *Document 5***
   Discuss number of meetings to be held for 2005.

C. ACTION ITEMS/UPDATES:

1. Consider Board positions on Federal Legislative issues – ***Document 15***
2. Consider Board positions on State Legislative issues – ***Document 16***

D. REPORTS FROM BOARD COMMITTEES

1. **BUDGET AND PLANNING COMMITTEE**
   Report from the Chair
2. **RESOURCE SHARING COMMITTEE**
   Report from the Chair
3. **LEGISLATIVE COMMITTEE**
   Report from the Chair

E. NO REPORTS FROM THE FOLLOWING PROGRAMS

1. LoC Reference
2. Resource Library Development
3. LoC Telecommunications Infrastructure
4. LoC Statewide Databases
5. CLSA Statewide Communications and Delivery

F. PUBLIC COMMENT

Public comment on any item or issue that is under the purview of the Library of California Board and is not on the agenda.

G. COMMENTS FROM BOARD MEMBERS/OFFICERS

Board member or officer comment on any item or issue that is under the purview of the Library of California Board and is not on the agenda.

H. AGENDA BUILDING

Agenda items for subsequent Board meetings.

I. ADJOURNMENT

Adjourn the meeting.

Imanage# 6934

Document 1

ACTION

AGENDA ITEM: Election of Library of California Board President for 2004

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Election of Board President for the 2004 term.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as President of the Library of California Board to complete the 2004 term.

BACKGROUND:

The Library of California (LoC) Board at its October 2003 meeting elected Fred Gaines to serve as Board President for the 2004 calendar year. In mid January 2004 Member Gaines was replaced on the Board; his term had expired January 1, 2004.

Library of California Regulations, Section 20304 (b), state that, "Should a vacancy occur in the office of president or vice-president, the state board shall elect one of its members to fill such vacancy for the remainder of the term. The state board shall take this action at its next regular meeting following the occurrence of the vacancy." This being the first regular meeting since the vacancy occurred, the Board will elect a president to preside over this October meeting and continue the office of president through the end of the 2004 calendar year. A Nominating Committee has been appointed and will provide a report to the Board at the meeting.

DRAFT

Library of California Board Meeting Minutes
October 16, 2003

California State Library
914 Capitol Mall, Room 500
Sacramento, CA

CALL TO ORDER AND INTRODUCTIONS

Board President John Kallenberg convened the meeting on October 16, 2003 at 10:35 a.m., welcoming Board Members, staff and the audience to Sacramento, and called for introductions from Board, staff and the audience. He then led the meeting in the Pledge of Allegiance.

Board Members present: President John Kallenberg, Vice-President Fred Gaines, Victoria F. Fong, Penny G. Kastanis, Sonia W. Levitin, Lucy Lin, Jane F. Lowenthal, Paymaneh Maghsoudi, Susan Steinhauser, and Sally Tuttle.

California State Library staff present: State Librarian Dr. Kevin Starr, Dr. Diana Paque, Tom Andersen, Rushton Brandis, Ira Bray, Bessie Condos Tichauer, Jay Cunningham, Kathy Low, Chris Berger, Sandy Habbestad, Kris Rich, and Stacy Caves.

ADOPTION OF AGENDA

It was moved, seconded (Kastanis/Lowenthal) and carried unanimously that the Library of California Board adopts the agenda of the October 16, 2003 meeting as revised.

APPROVAL OF MINUTES

It was moved, seconded (Levitin/Maghsoudi) and carried unanimously that the draft minutes of the February 19, 2003 Library of California Board meeting were approved as presented.

RESOLUTIONS

President Kallenberg introduced "*Library of California Resolution 2003-07*" to honor Elizabeth E. Gibson for her distinguished leadership contributions to the library profession, to libraries, and to the people of California.

It was moved, seconded (Lowenthal/Maghsoudi) and carried unanimously that the Library of California Board adopts "Library of California Board Resolution 2003-07" for Liz Gibson on the occasion of her retirement. (See Attachment A)

ADOPTION OF THE CONSENT CALENDAR

It was moved, seconded (Lowenthal/Fong) and carried unanimously that the Library of California Board approves the Consent Calendar included with this agenda of October 16, 2003, as amended.

Resource Sharing Committee

By consent, the Library of California Board approves the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2003/04.

By consent, the Library of California Board approves the use of 2003/04 allocated SAB Program funds, where available within each approved SAB budget, and where requested, to reimburse one SAB member from each System for expenses incurred in attending the November 2003 California Library Association conference to be held in Ontario.

By consent, the Library of California Board recognizes the Fullerton Public Library withdrawal from the Santiago Library System and that the resultant change in the System population and membership figures be made effective July 1, 2003.

By consent, the Library of California Board approves the allocation of 2003/04 funds for payment of CLSA Statewide Data Base annual subsidies in the amounts of $69, $550, $800 and $5,500, and instruct its Chief Executive Officer to invite claims for such payments.

By consent, the Library of California Board approves the allocation of any 2003/04 CLSA Statewide Data Base funds not required for payment of annual subsidies, for competitive grants up to $7,500 each to individual public libraries for Z39.50 server software acquisition and installation; and that the Board instruct its Chief Executive Officer to invite applications for such grants.

By consent, the Library of California Board approves the request for network affiliation for the member listed in Table A, with member services to begin immediately. (See Attachment B)

Budget and Planning Committee

By consent, the Library of California Board adopts the 2003/04 CLSA Budget as displayed in the chart entitled "Recommended 2003/04 CLSA Baseline Budget by Program" and that the aforementioned chart be included in the minutes of this meeting and that no other actions with respect to the 2003/04 CLSA Local Assistance Budget be taken at this time. (See Attachment C)

REPORTS TO THE BOARD

Board President's Report

President Kallenberg reported that letters concerning the State Library budget had recently been sent to Governor Davis, as well as national and state legislative officials. President Kallenberg stated that Board Officers have been communicating via conference calls to stay informed of the budget situation, including LSTA funding issues.

President Kallenberg announced that the LoC Board was unable to successfully change the language in the literacy statute, which would have incorporated the Board's continued role in literacy services.

President Kallenberg appreciates the willingness of members to serve as chair of committees and members of committees. He stated that if the Board had any changes to make in the committee structure for next year that they inform the new officers.

A lengthy discussion ensued regarding the number of Board meetings to be held in calendar year 2004. All Board Members were in agreement that there needs to be more communication with each other, either by conducting more Board meetings per year, or holding committee meetings between Board meetings to keep abreast of changes and critical issues.

Board Vice-President's Report

Vice President Gaines reported on his participation in regular conference calls with officers and staff to discuss issues for Board consideration. Vice President Gaines added that he has contacted a number of his local legislators to discuss issues of the LoC and resource sharing. He also commended the State Library on the outstanding job they are doing on the Office of Library Construction's Bond Act of 2000 (Proposition 14).

Chief Executive Officer's Report

Dr. Starr reported on the progress of the $128 million *California Cultural and Historical Endowment*, which was developed to administer Proposition 40 funds. Dr. Starr indicated that overall, the State Library has suffered a 38% loss in support over the last two years and is currently working with the Department of Finance to submit plans for another 20% reduction for the next fiscal year, which will bring the total budget reduction to 58%. Dr. Starr further stated that the State Library has started to work with the Governor-Elect's transition team and a direct connection has been established with the State Library's California Research Bureau.

In response to a question by Member Levitin, a lengthy discussion occurred on Board member term of office.

Director's Update

Dr. Paque reported that the State Library has gone through a major revision of assignments in the Library Development Services Bureau because of the continuing state hiring freeze. Dr. Paque noted that the CLSA and LoC Act were included as information in the Board packet because both acts were revised because of the budget. The LoC Act includes the addition of Section 18866 that says the LoC will be funded when there is money appropriated. She stated that it keeps the LoC Act intact, without funds appropriated. The CLSA has been amended to reflect the elimination of the adult literacy services and family literacy services in the statute.

There is an additional article, chaptered as 4.6 that relates to literacy, which was not included in the Board packet because it is no longer under the purview of the Board.

Dr. Paque continued her report by referencing a document in the Board packet entitled *"Update on program development and fiscal health of each system/network,"* which summarizes information submitted by the CLSA systems and LoC regions.

Dr. Paque responded to a question from Member Steinhauser on the number of staff currently assigned to work on the LoC and CLSA programs. Dr. Paque indicated that including herself, Sandy Habbestad is primarily working on CLSA, Ira Bray and Rushton Brandis are working on technology elements, and Stacy Caves is working with LoC providing clerical support.

Election of Board Officers for 2004

Member Kallenberg stated that the Nominating Committee appointed for the election of Board officers for 2004 was Member Kastanis and Member Fong.

Member Kastanis, Chair of the Nominating Committee, reported that two names have been submitted for nominations—Fred Gaines for President and Sally Tuttle for Vice-President.

It was moved, seconded (Maghsoudi/Levitin) and carried unanimously that the Library of California Board elect Fred Gaines as President of the Library of California Board for the year 2004.

It was moved, seconded (Kastanis/Levitin) and carried unanimously that the Library of California Board elect Sally Tuttle as Vice-President of the Library of California Board for the year 2004.

President Kallenberg noted that this was the first time that both officers of the Board have been appointees of the legislative branch.

Board Meeting Schedule

A lengthy discussion ensued regarding upcoming Board meeting dates, locations, and frequency thereof. Dr. Paque indicated that the State Library has received instruction stating that advisory committees are allowed to schedule only one meeting per year—information that came

directly from a budget letter to the State Library. Also, a guideline was passed down from Cameron Robertson, Deputy State Librarian, that the legislature has considered the possibility of limiting the number of meetings of policy bodies to one per year, unless extenuating circumstances require additional meetings.

Staff looked at the number of actions the Board needed to take annually and suggested that there be a minimum of two meetings per year. Dr. Paque stated that one of the major concerns was the amount of staff time needed to put the support materials together, even for a one-day meeting, and the travel cost to bring Board members together. A suggestion was made to explore new methods to disseminate materials to the Board, possibly electronically, prior to the meeting.

Discussion occurred as to what part of the year to hold meetings of the Board. President Kallenberg concluded that one meeting needs to be in the fall and another in February, after the release of the Governor's proposed budget. On a request from Member Gaines, staff will look into the cost and issues related to holding committee meetings by conference call between regularly scheduled business meetings. President Kallenberg reminded staff to also look into scheduling meetings around political conventions and religious holidays so that they don't conflict with members' schedules.

Legislative Committee Report

Legislative Committee Chair Susan Steinhauser reported on the following:

State legislative issues:

Member Steinhauser reported that CLSA money is in the budget at roughly $15.2 million and PLF is roughly $12.1 million. Assembly Member Fran Pavley carried a tax check-off bill which did not get out of committee. Deborah Bowen carried a bill that entitled community-based organizations to a percentage of the teleconnect fund under the CPUC, which schools and libraries are only entitled to use. AB 1095 was carried by State Assembly

Member Ellen Corbett. This bill would put a task force in place to investigate alternative funding for law libraries. It is a self-funded bill and the members of that commission will fund the cost. Member Steinhauser stated that the major issue before the Library of California Board is how to proceed on the library literacy issue, and whether or not the Board wants to go forth to resume jurisdiction over literacy.

Federal legislative issues:

Member Steinhauser stated that "ALA Washington Newsline" reported that the LSTA was reauthorized. The baseline amounts for states have been doubled, noting that California needs a larger amount of funding for its allocation to jump from $16 million to $19 million. Member Steinhauser thanked Member Lowenthal for making LSTA her cause on behalf of the Board by contacting California Members of Congress and pushing it forth. Member Steinhauser suggested that Board members who may have contacts working with individual legislators to let them know how critical it is that LSTA be authorized at $232 million.

Legislative strategies:

Member Steinhauser stated that the committee agreed that the following strategies would be pursued for this year:

- Participation in the *Day in the District*. Diana Paque, working as CLA Legislative Committee liaison, will provide materials, "talking points," on CLSA, LSTA, PLF and the State Library. The *Day in the Capitol*, also known as *CLA Legislative Day*, is scheduled for May 2004. Board members that are able to participate are encouraged to do so.

- Continuing the Legislative Champions project. The list of Legislative Champions to-date includes Senator Dede Alpert, Assembly Members Joe Nation and Fran Pavley.

Steinhauser encouraged members to submit suggestions to her and Dr. Paque on names of legislators to speak and share their vision for resource sharing in libraries.

- Updating the annual Legislative Contact survey, asking that Board members list their assembly members and state senator, as well as congress member and any other federal, state, or local officials. In addition, Steinhauser asked members to list any friends of Governor-Elect Schwarzenegger, so that if needed, members may be called upon when there is targeted input that is needed. Member Steinhauser referred to the list of the Governor's Transition Team members stating that if any of the Board members and audience knows individuals on the Transition Team, to remind them the importance of libraries, resource sharing, Library of California, and LSTA.

- Encouraging Board members and members of the audience to work with contacts in their library community to get success stories about resource sharing to include in the packets of information, either for budgeting purposes or for *Day in the District.*

- Member Kallenberg agreed to prepare an article for distribution to dispel the myth that the LoC is defunct. Member Kastanis offered her assistance in getting the article into California School Libraries Association (CSLA) meeting materials.

- Member Steinhauser referred to the sample letter to Assembly members and Senators on how state CLSA and LoC funds were distributed in districts.

ACTION ITEMS/UPDATES

President Kallenberg reported that the first item for consideration is the CLSA loan reimbursement rates for 2003/04. He called on Resource Sharing Committee Chair Fong to present the following motions:

It was moved by the Resource Sharing Committee (Fong) and carried unanimously that the Library of California Board adopts, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2003/04 fiscal year as follows:

for CLSA interlibrary loans, a reimbursement rate of $4.91 per eligible transaction; for CLSA direct loans, a reimbursement rate of $.84 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2003/04 reimbursement rates as soon as Department of Finance concurrence is obtained.

It was moved by the Resource Sharing Committee (Fong) and carried unanimously that the Library of California Board directs its Chief Executive Officer to withhold 40% of all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2003/04 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2003/04, direct its CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2003/04 CLSA ILL and Direct Loan Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the 2003/04 CLSA ILL and Direct Loan Program appropriation.

President Kallenberg called on Budget and Planning Committee Chair Fred Gaines to present the following motion:

It was moved by the Budget and Planning Committee (Gaines) and carried unanimously that the Library of California Board approves the System Plans of Service for each of the 15 CLSA Cooperative Library Systems submitted for fiscal year 2003/04.

President Kallenberg then called on Member Gaines to report on the issues addressed from the Budget and Planning Session and to give the Budget and Planning Committee report.

Budget and Planning Committee Report

Member Gaines, Chair of the Budget and Planning Committee, reported on the issues related to LoC and the administrative, political and financial situation that is currently in place. He voiced his concern to keep the LoC moving towards transition during this time of no state funding.

Member Gaines introduced a motion to support the restoration of funding for the LoC program. The motion would allow the State Librarian, staff, Board Legislative Committee members and others to have Board approval to talk to legislative members about restoring funding in one way or another. It could be program-wide or for specific program elements. Member Gaines asked if there were ways in which the Board could do things on a “shoestring”

budget, like hold meetings or have a session at the annual CLA conference to talk about resource sharing and discuss the programs that are outstanding and worthy of expansion. Member Gaines moved the following motion:

> ***It was moved, seconded (Gaines/Lin) and carried unanimously that the Library of California Board support the restoration of funding for the Library of California.***

Dr. Paque responded to a question from Dr. Starr that the process for getting the LoC funds restored can be accomplished two ways as Cameron Robertson indicated at the previous day's meeting: 1) by going through the budgetary process with a BCP; or 2) to use the motion as a mechanism for going through the political process and approaching legislators with a statement from the Board that is on record supporting funding for LoC. Paque stated that Robertson felt that the political process is one in which the Board would get more notice.

Dr. Starr stated that the Board should take satisfaction in the fact that the Library of California was not disestablished, unlike some other state entities that were sunsetted. He further stated that individuals in the Governor's Office, the Legislature, and the Department of Finance still use the term Library of California. Dr. Starr stated that the LoC entity is not "dead" and the motion can be used as a point of argument for not being put out of business. Secondly, Dr. Starr stated that we need to brand as many Library of California programs as possible. Dr. Starr responded to Member Kastanis's question on whether the motion was needed, by stating that the motion is needed and that it shows "attitude," saying we want the funding restored.

As the Board looked at planning, many suggestions were made as where to raise interest with the LoC, one being the CLA conference and other statewide conferences to share information.

Resource Sharing Committee Report

Committee Chair Victoria Fong reported that the Resource Sharing Committee is a new committee that is a combination of the former Access and Support Services Committees.

Member Fong stated that Committee Members will be working on a mission statement for this committee.

Member Fong stated that Rush Brandis, Library Development Service, reported on Phase I, the design phase, of the Interlibrary Loan and Direct Loan cost study. A concern the committee had regarding the report entitled, *Introduction and Overview to the California Cost Finding Manual* and the draft of the *California Cost Finding Manual*, was the apparent lack of the cost finding method for the electronic loans in the report. Fong stated that the committee would like to see more on the various types of libraries in the cost study report, which seemed to focus more on public libraries. Staff will work with the consultant group, who was contracted to do Phase I of the study, and report back to the Board at its next meeting.

Member Fong stated that there was discussion in committee regarding a concern that the withdrawal of Fullerton Public Library from System membership may become a trend in libraries because of the threat of the TBR budget being reduced in the state budget and libraries opting to charging fees to non-resident borrowers.

Member Fong stated that the Board is continuing to accept LoC membership applications to Regional Library Networks as long as the Region is able to provide the services.

PUBLIC COMMENT

Gerry Maginnity, System Coordinator, Mountain Valley Library System (MVLS), commented on the amount of hard work and effort that was put into a regional resource sharing network and now they are faced with its elimination. He explained that the amount of materials being delivered within the system is enormous and they are dealing with the rising cost of these deliveries. He stated that it is CLSA money that gets the deliveries back and forth, and since there is not enough money to handle the entire system, the system members are now contributing from their budgets. He also indicated that the amount used from web-based users could evolve

into a new concept of second level reference that was not considered in 1978 when the CLSA was written. Further, he noted, out of 10-15 schools in the Sierra Valley Library Network (SVLN), only two are currently connected. He reported that there is no staff to follow through on the connectivity with the schools. He indicated that starting in 2004, there will be some major studies done within MVLS—via focus groups, brainstorming, and taking another look at the membership formula for fees.

Karen Bosch-Cobb, Library Director, Fresno County Public Library, commented on the tremendous population growth in the San Joaquin Valley, which will result in a larger need for services, buildings, and staff. She stated that census data for one of the communities in the San Joaquin Valley indicated that 80% of the population speaks another language other than English. She further reported that a needs assessment survey was sent to 1,000 Fresno County residents over the age of 18, and one of the most pressing items they expressed was the need for additional homework assistance and remote access was extremely important for after-hours homework studies. She pointed out that the 24/7 services are extremely important to their community as well.

Vincent Schmidt, Executive Director, Black Gold Cooperative Library System, suggested making a stronger case to communities on why libraries are just as important as the fire fighters, police officers, and other public services.

Marian Milling, System Coordinator, North State Cooperative Library System, commented on how Cascade Pacific Library Network is losing school members because the schools are losing their librarians as a result of budget cuts.

BOARD COMMENTS

Member Kastanis commented on LoC funding concerns. She invited audience members to give the Board feedback on what issues they are facing today and how the Board can address specific needs for the future.

Member Lin expressed concern regarding the regional resource center attempting to send out resources with there being no receiver on the school library's end. Member Lin stated that she and Member Kastanis will be taking the issue of the importance of school libraries to the Department of Education. She said it's meaningless if we don't serve the younger generation, the children and young adults. She stated that she and Member Kastanis plan on being more active to provide funding for the school libraries so that we have more collaboration and support. She also thanked staff for their continued efforts on the Board materials.

Member Fong congratulated the newly elected Board officers, President Fred Gaines and Vice-President Sally Tuttle. She thanked the outgoing President, John Kallenberg for excellent leadership during his term as President, thanked the LDS staff for their continuing hard work, and thanked the audience members for their contribution to the meeting. She reported that the LoC concept is working even though some people may not know about it. Speaking from experience within Belvedere-Tiburon, the library district has always invited the local school librarian to attend their meetings and/or planning sessions; the local school superintendent has also been contacted to attend their foundation meetings. Moreover, she encourages the local School Library Association to reach out to their trustees and let them know the importance of library services to our local communities.

Member Levitin expressed appreciation for the impressive work that was done on the Board documentation. She commented on the amazing quality and amount of work that the staff has done for these meetings.

Member Maghsoudi thanked the staff for the wonderful job they do. She indicated that the Whittier Public Library has applied for a special grant from a local foundation that will provide a "librarian on loan" program and the librarians are working with six elementary schools thus far.

Member Tuttle expressed appreciation to the staff for their work in preparing an excellent meeting. She also thanked outgoing Board President Kallenberg for his work over the year, and she thanked Board members for their support by electing her their Vice President for 2004.

Member Gaines was honored to have been elected LoC Board President for year 2004 and will serve in the best interest of the people of California. He indicated that prior to this presidency, he was president of a City Library Commission, a County Library Commission, and now the State Library Commission, which is a great honor to him. He thanked outgoing Board President Kallenberg for his service and indicated that he was looking forward to working with incoming Vice President, Sally Tuttle, as well as the State Library staff and the Library of California Board Members. Member Gaines stated that he felt that the Library of California will survive. He reported that he would like to maintain the committee structure that is in place currently. He invited Board Members to contact him if they are interested in a particular committee or chairing a committee for year 2004.

Member Lowenthal thanked staff for their wonderful work, as well as the field for the work they continue to do.

President Kallenberg thanked everyone for their support during this difficult year for the LoC Board. He reported that he is involved with local communities, chairing a campaign committee for the *Measure B* renewal. He indicated that he would continue to follow through with assignments he has been given through the end of the 2003 calendar year. He will work with President-Elect Gaines and Vice President-Elect Tuttle during this transition period.

Dr. Kevin Starr, CEO, commented on the future of the LoC. He suggested that the public, as free political agents, could also help with the future of the Board.

AGENDA BUILDING

1. Planning Issues
2. LSTA Funding
3. Alternative Options for Communication
4. Restoration of the LoC Programs

ADJOURNMENT

With there being no further business to come before the Board, President Kallenberg adjourned the meeting at 2:55 p.m. on Thursday, October 16, 2003.

///

LIBRARY OF CALIFORNIA BOARD
RESOLUTION 2003-07

WHEREAS, *the Library of California Board desires to recognize Elizabeth (Liz) E. Gibson for her distinguished contributions as a valued member of the California State Library on the occasion of her retirement on June 30, 2003; and*

WHEREAS, *the Board wishes to honor Liz for her outstanding public service to California as the California Library Services Act (CLSA) Program Manager from 1977 to April 1980; and*

WHEREAS, *she provided leadership to the first California Library Services Board, as it met monthly in its early years, to form the programs and regulations for California public libraries to share resources statewide; and to date, resource sharing among California public libraries has surpassed any early expectations; and*

WHEREAS, *in April 1996, Liz graciously agreed to provide leadership to the Library Development Services Bureau, and once again, became a voice of knowledge to help guide the CLSB, and later the Library of California Board, through changes in regional structure and unstable funding; and*

WHEREAS, *it should be noted that Dr. Kevin Starr, State Librarian of California, was quoted on occasion when referring to Liz, as a "talented administrator, a devoted librarian, and a person of warmth, commitment, and wit;" and*

WHEREAS, *upon the request of the Library of California Board to have a newsletter published, Liz rose to the challenge and provided leadership in forming the State Library's first online monthly newsletter, CSL Connection; and*

WHEREAS, *Liz has been an incredible resource over the years in providing key information and data that illustrated library issues in many important areas, including funding; and*

WHEREAS, *Liz is recognized for her contributions in developing enduring library services in planning for library services, educational programs for library directors, data collection and distribution leading to Internet based service to local libraries, and the Partnerships for Change program; and*

WHEREAS, *Liz is a true library supporter in both word and deed, thinking always of the taxpayer and their right to well spent dollars, and thus eliciting from a member of the California Library Association Legislative Committee that "Liz is probably the best investment of tax dollars that I have ever seen;" and*

WHEREAS, *Liz has also contributed of herself as a part of the State Library team and is known for her many plays on the softball field as a valued member of the BOOKIES, as a gourmet provider of popcorn and chocolate chip cookies, for her love of gardening and generous provision of healthy produce for the staff, and her participation on the staff quilt project; and*

WHEREAS, *it should be noted that her new love for the Bichon Frise or "Curly Lap Dog" is evident by the many photographs and slide shows she has shared with staff of the playful and affectionate, Nicky and Casey; and*

WHEREAS, *the Board wishes to recognize Liz's outstanding contributions to enable Californians to learn and to obtain information through all type of libraries.*

NOW THEREFORE, BE IT RESOLVED, *that*

the Library of California Board
extends its sincere appreciation and deep regard to

ELIZABETH E. GIBSON

For her distinguished leadership and contributions to the library profession, to libraries and to the people of California.

Adopted: October 16, 2003

Table A
Request for Network Affiliation for New Member

TIERRA DEL SOL

Member	**Participating Libraries**
Desert Sands Unified School District	Indio High School Library
	La Quinta High School Library
	Palm Desert High School Library Media Center

RECOMMENDED 2003/04 CLSA BASELINE BUDGET BY PROGRAM

PROGRAM	2002/03 CLSA BASELINE BUDGET	2003/04 ADJUSTMENTS	RECOMMENDED 2003/04 CLSA BASELINE BUDGET
Transaction Based Reimbursements	$11,848,000	$297,000	$12,145,000
Consolidations & Affiliations	0	0	0
Statewide Data Base	175,000	0	175,000
System Advisory Boards	43,000	(14,500)	28,500
System Reference	1,859,000	(177,500)	1,681,500
System Communications & Delivery	1,245,000	(105,000)	1,140,000
Special Services: California Literacy Campaign	3,990,000	(3,990,000)	0*
Special Services: Families for Literacy	1,350,000	(1,350,000)	0*
System Planning, Coordination, & Evaluation	0	0	0
Statewide Communications & Delivery	0	0	0
State Reference Centers	0	0	0
Total	$20,510,000	($5,340,000)	$15,170,000
State Operations			

*No longer a CLSA budget item.

Doc. 5420

Library of California Board Resolution 2004-01

JOHN K. KALLENBERG

Whereas, the Library of California Board desires to recognize John K. Kallenberg for his distinguished contributions as one of its members on the occasion of the conclusion of his term of service as a Member of the Board;

And Whereas, the Board wishes to honor John for his outstanding public service representing Public Libraries since his appointment by former California Governor George Duekmejian on May 8, 1990, and his subsequent reappointments in 1994, 1998, and 2003;

And Whereas, the Board wishes to honor John for his distinguished service to the Library of California Board as President during 1995, 1996, 1997, 1998, and 2003; and as Vice President of the Board for four years, 1992-1995;

And Whereas, John has worked tirelessly on behalf of the Board and the greater library community by advocating for libraries at both the Federal and State levels;

And Whereas, it should be noted that John served with distinction in many capacities during his tenure on the Board and provided leadership as chair to numerous committees, including the Legislative Committee in 1994; Budget Committee in 1991, 1993 and 1995; Networking Task Force Liaisons in 1996, which later became the Library of California Committee and was chaired by John in 1997 and 1998. John also chaired the Equal Access/TBR Ad-Hoc Committee from 1996-1998 and the LoC Support Services Committee from 2000-2002;

And Whereas, John provided his knowledge and expertise in many other committees, including the SAB Award Committee, Ad-Hoc Committee on Young Adult Services, Legislative and Networking Committee, CLSA Transition Committee, and the Budget and Planning Committee; and he gave generously of his time to fulfill the Board's commitment to preside at public hearings in 1999 for proposed Regulations for the Library of California Act;

And Whereas, it should be noted that John was the director of the Fresno County Free Library from March 1976 to March 2003; and following his retirement in 2003 was elected to the Heartland Regional Library Network Board as the citizen representative for public libraries;

And Whereas, it should be noted that John continues to volunteer his time in many capacities including the library and the county; serves as chair of the County Web Task Force and as a member of the e-Government initiative; and is an active member of the Fresno Kiwanis Club where he served as both Club President and as Lt. Governor for District Five of the California-Nevada-Hawaii district of Kiwanis International;

And Whereas, the Board wishes to recognize John's outstanding contributions to enable Californians to learn and to obtain information through our libraries;

Therefore, be it resolved that John K. Kallenberg shall be honored by the Library of California Board for his distinguished leadership and contributions to the libraries and people of the State of California on this day of 21 October 2004 in Sacramento, California.

_____

[name of president-elect for 2004]
President, Library of California Board

Library of California Board Resolution 2004-02

MAURICE A. CALDERON

Whereas, the Library of California Board desires to recognize Maurice A. Calderon for his distinguished contributions as one of its members on the occasion of the conclusion of his term of service as a Member of the Board;

And Whereas, the Board wishes to honor Maurice for his outstanding public service representing the limited and non-English speaking since his appointment by former California Governor Pete Wilson on December 23, 1998, and his subsequent reappointment in 2003;

And Whereas, it should be noted that Maurice served with distinction as a member of the Library of California Support Services Committee for four years, 1999-2002; and member of the Legislative Committee for three years, 2001-2003;

And Whereas, the Board wishes to honor Maurice on receiving the 2004 Ohtli Award, the highest recognition granted by the Mexican government's Ministry of Foreign Affairs, which considers Maurice a role model for society and an advocate for the Hispanic community;

And Whereas, it should be noted that Maurice serves as Senior Vice President of government affairs and community development of Arrowhead Credit Union; he heads the Board of Sinfonia Mexicana, a San Bernardino-based nonprofit organization that promotes Mexican classical music and composers, is an active member of many organizations including the University of California Foundation Board of Trustees, CUNA's Governmental Affairs Committee, the Kiwanis Club of Greater San Bernardino, the Inland Empire Hispanic Chamber of Commerce, and the Inland Empire African-American Chamber of Commerce; he has served on the Banning school board and as a trustee for the Mt. San Jacinto Community College District;

And Whereas, the Board wishes to recognize Maurice's outstanding contributions to enable Californians to learn and to obtain information through our libraries;

Therefore, be it resolved that Maurice A. Calderon shall be honored by the Library of California Board for his distinguished leadership and contributions to the libraries and people of the State of California on this day of 21 October 2004 in Sacramento, California.

_____

[name of president-elect for 2004]
President, Library of California Board

Library of California Board Resolution 2004-03

FRED GAINES

Whereas, the Library of California Board desires to recognize Fred Gaines for his distinguished contributions as one of its members on the occasion of the conclusion of his term of service as a Member of the Board;

And Whereas, the Board wishes to honor Fred for his outstanding public service representing the Public-at-Large since his appointment by the Assembly Speaker on January 23, 2001;

And Whereas, the Board wishes to honor Fred for his willingness to serve as the Library of California Board's thirteenth President in 2004, and for his distinguished service as Vice President of the Board in 2003;

And Whereas, Fred has advocated for libraries at the state level on behalf of the Board and the greater library community;

And Whereas, it should be noted that Fred served with distinction as vice-chair of the Legislative Committee in 2001 and 2002, as chair of the Budget and Planning Committee in 2002 and 2003, and member of the Ad Hoc Public Awareness Committee.

And Whereas, it should be noted that Fred is the founding and managing partner of the law offices of Gaines & Stacey in Woodland Hills, California. He has served as chair of the Los Angeles County Public Library Commission and is currently serving as president of the City of Calabasas Library Commission;

And Whereas, the Board wishes to recognize Fred's outstanding contributions to enable Californians to learn and to obtain information through our libraries;

Therefore, be it resolved that Fred Gaines shall be honored by the Library of California Board for his distinguished leadership and contributions to the libraries and people of the State of California on this day of 21 October 2004 in Sacramento, California.

_____

[name of president-elect for 2004]
President, Library of California Board

Document 4

ACTION

AGENDA ITEM: Election of Library of California Board Officers for 2005

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Election of Board Officers for calendar year 2005.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as President of the Library of California Board for the year 2005.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as Vice-President of the Library of California Board for the year 2005.

BACKGROUND:

Library of California Regulations, Section 20304 (a), state that, "The state board shall elect annually a president and a vice-president at the last regular meeting of each calendar year." A Nominating Committee has been appointed and will provide a report to the Board at the meeting.

Document 5

INFORMATION

AGENDA ITEM: 2005 Meeting Schedule and Locations

2005 Board Proposed Meeting Schedule		
Date	Location	Activities
Tentative: February 16, 2005	Sacramento	Budget meeting to review changes in the CLSA and /or LoC appropriations.
October 19-20, 2005	Sacramento	Regular Business Annual Budget Meeting Election of Board Officers for year 2006 LSTA Advisory Council

BACKGROUND:

Library of California (LoC) Regulations specify in Section 20306 that:

"(a) Regular meetings of the state board shall be held at least four times each year, distributed over the course of the year.

(b) The tentative dates and locations for the regular meetings for the forthcoming calendar year shall be determined annually, at the last regular meeting of the calendar year.

(c) Nothing in this regulations shall be construed to prevent the state board from altering its regular meeting dates or altering the locations of meetings."

Reductions from the State Operations budget, which reimburses travel expenses, that have occurred during the past two years remain in force. No additional funds for Board expenses have been allocated.

A calendar of upcoming and future library-related events and dates is attached.

Recommendation:

Staff is recommending that the Board consider tentatively holding a one-day meeting in February 2005 as a committee of the whole to discuss the Governor's proposed budget for 2005/06 ***if*** the proposed CLSA appropriation is reduced significantly. A fall meeting of the LoC Board is recommended in order for the Board to consider budget issues as a result of the 2005/06 State Budget Act. Staff is recommending that both meetings take place in Sacramento at the California State Library.

CALENDAR OF UPCOMING LIBRARY-RELATED EVENTS AND DATES

The following is a list of upcoming library-related events and dates worth noting:

2004		
Organization	**Event Dates**	**Event Location**
LITA (Library Information Technology Association) National Forum	October 8-10, 2004	St. Louis, MO
CLA (California Library Association) Annual Conference	November 12-15, 2004	San Jose, CA
ASIS&T (American Society of Information Science & Technology) Annual Meeting	November 12-17, 2004	Providence, RI
LAMA (Library Administration and Management Association)	November 18-20, 2004	Palm Springs, CA
CSLA (California School Library Association) Annual Conference	November 18-21, 2004	Sacramento, CA
2005		
ALA (American Library Association) Midwinter Meeting	January 14-19, 2005	Boston, MA
PLA (Public Library Association) Spring Symposium	March 7-9, 2005	Chicago, IL
ACRL (Association of College and Research Libraries) National Conference	April 7-10, 2005	Minneapolis, MN
SLA (Special Library Association) Annual Conference	June 5-8, 2005	Toronto, ON, Canada
ALA (American Library Association) Annual Conference	June 23-29, 2005	Chicago, IL
AALL (American Association of Law Libraries) Annual Meeting and Conference	July 16-21, 2005	San Antonio, TX
IFLA (International Federation of Library Associations and Institutions) General Conference	August 14-18, 2005	Oslo, Norway
LITA (Library Information Technology Association) National Forum	September 30 - Oct. 2, 2005	San Jose, CA
AASL (American Association of School Librarians) National Conference) National Conference	October 5-9, 2005	Pittsburgh, PA
ASIS&T Annual Meeting	October 28-November 2, 2005	Charlotte, NC
CLA Annual Conference	November 3-7, 2005	Pasadena, CA
2006		
ALA Midwinter Meeting	January 20-25, 2006	San Antonio, TX
PLA National Conference	March 20-25, 2006	Boston, MA
SLA Annual Conference	June 10-15, 2006	Baltimore, MD
ALA Annual Conference	June 22-28, 2006	New Orleans, LA
AALL Annual Meeting and Conference	July 15-20, 2006	St. Louis, MO
IFLA General Conference	August 2006	Seoul, Korea
ASIS&T Annual Meeting	November 3-9, 2006	Austin, TX

Doc. 7399

ACTION

AGENDA ITEM: Recommended 2004/05 CLSA Budget *(On Consent Calendar)*

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt the 2004/05 CLSA Budget as displayed in the chart entitled "Summary—2004/05 CLSA Baseline Budget Recommendation by Program" and that the aforementioned chart be included in the minutes of this meeting.

Recommendation:

Staff is recommending that the Board adopt the scheduled CLSA baseline budget for the 2004/05 fiscal year.

SUMMARY – 2004/05 CLSA BASELINE BUDGET
RECOMMENDATION BY PROGRAM

PROGRAM	2003/04 BUDGET	2004/05 BASELINE	ADDITIONAL FUNDING RECOMMENDED
Transaction Based Reimbursements	$ 12,145,000	$ 12,145,000	-0-
Consolidations & Affiliations	-0-	-0-	-0-
Statewide Data Base	175,000	175,000	-0-
System Advisory Boards	28,500	28,500	-0-
System Reference	1,681,500	1,681,500	-0-
System Communications & Delivery	1,140,000	1,140,000	-0-
Special Services: California Literacy Campaign	-0-	-0-	-0-
Special Services: Families for Literacy	-0-	-0-	-0-
System Planning, Coordination, & Evaluation	-0-	-0-	-0-
Statewide Communications & Delivery	-0-	-0-	-0-
State Reference Centers	-0-	-0-	-0-
Total	$15,170,000	$15,170,000	-0-
State Operations			

Document 7

ACTION

AGENDA ITEM: System Plans of Service for 2004/05

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider CLSA System Plans of Service for fiscal year 2004/05. *(On Consent Calendar)*

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the CLSA System Plans of Service for each of the 15 CLSA Cooperative Library System submitted for fiscal year 2004/05.

BACKGROUND:

CLSA System Plans of Service were submitted to the California State Library for approval by the Library of California Board as authorized in CLSA Section 18724 (b). All systems are in compliance with the CLSA statute and regulations.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: CLSA programs are divided into service areas used in the funding formula, and reports from the systems correspond to these service areas. These include: Communications and Delivery, System Reference, and System Advisory Board. System Plans of Service for 2004/05 are summarized in this Board packet by service components and are included with the respective document for each program.

Relevant Committee: Budget and Planning
Staff Liaison: Sandy Habbestad

Document 8

ACTION

AGENDA ITEM: CLSA Interlibrary Loan, Universal Borrowing, Equal Access Programs

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consider 2004/05 ILL and Direct Loan Program reimbursement rates. *(On Consent Calendar)*

2. Consider prorating the CLSA loan reimbursement program for 2004/05. *(On Consent Calendar)*

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2004/05 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of $5.59 per eligible transaction; for CLSA direct loans, a reimbursement rate of $.87 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2004/05 reimbursement rates as soon as Department of Finance concurrence is obtained.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board direct its Chief Executive Officer to withhold 50% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2004/05 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2004/05, direct the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2004/05 CLSA ILL and Direct Loan Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the 2004/05 CLSA ILL and Direct Loan Program appropriation.

ISSUE 1: Consider 2004/05 ILL and Direct Loan Program reimbursement rates.

BACKGROUND:

During the 1983/84 fiscal year, a major effort was undertaken to determine the actual handling costs incurred by participants in the provision of California Library Services Act (CLSA) loan services. This effort led to the adoption of reimbursement rates for the 1984/85 Interlibrary and Direct Loan Programs based on three elements:

1) The weighted average per item handling cost of a loan, based on annual survey results of a representative sample of participant libraries.

2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.

3) Materials deterioration cost based on industry standard data.

In October of 1984 the State Board adopted a process for annually updating the data on which the reimbursement rates were based and for determining the rates in successive years. This process included the following procedures:

1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.

2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.

3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.

4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2004/05 fiscal year with the following results:

1) A summary of the 2003/04 updated data appears in Exhibit A. A complete description of the methodology employed is available upon request.

   After all adjustments and weighted factors were calculated, the handling cost per item for interlibrary loan transactions was $5.12. This is the recommended base rate for interlibrary loan.

   For the Direct Loan Program, the study produced a base rate of $0.49.

2) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.

3) Calculation of physical deterioration of materials:

   The data collection, analysis and publication schedule of Book Industry Trends, essential data used in the calculation of the cost of the physical deterioration of loaned materials, was not available in time to include prior calendar year data in the annual determination of the CLSA ILL and Direct Loan Programs reimbursement rates. Thus, the calculation shown below represents base data collected during the 2002 calendar year. Data for 2003 will be included in the determination of reimbursement rates for the 2005/06 fiscal year.

   Estimated price of the average library purchase = $28.67
   (Source: Book Industry Trends 2003, prepared by the Book Industry Study Group by

Fordham University Graduate School of Business Administration)

Estimated additional cost of high-quality (library-grade) binding @ 30% = $8.60
(Source: The Library Binding Institute)

Average number of circulations (with high-quality binding) before major repair or replacement = 100 (Source: University of California, Berkeley, Preservation Unit)

$28.67 + $8.60 = $37.27
$37.27 ÷ 100 = $.3727

Recommended 2004/05 CLSA Reimbursement Rates

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	**Recommended Rate**
ILL	$5.12	$ .10	$ .37	**$5.59**
Direct Loan	$ .49	$ .01	$ .37	**$ .87**

Concurrence of the State Department of Finance

Education Code Section 18724(f) establishes in law that Interlibrary Loan and Direct Loan reimbursement rates, as determined by the State Board, are subject to the approval of the State Department of Finance. Exhibit B displays Board adopted and Department of Finance approved reimbursement rates over the last eleven years.

ISSUE 2: Consider prorating the CLSA loan reimbursement program for 2004/05.

BACKGROUND:

By agreement with the Department of Finance, the annual State appropriation for the CLSA Interlibrary Loan and Direct Loan Programs is determined by the Enrollment/Caseload/Population (ECP) process. This method was selected because the costs of the loan programs are driven by factors that are, essentially, beyond the control of local and State government. More specifically the costs are determined by the actual handling costs realized in libraries providing the service and the actual number of times the service is utilized by Californians. While the handling costs are, to a certain extent, controllable by individual participating libraries, the statewide average cannot be easily controlled or predicted. The second factor, usage, can only be controlled by clearly inequitable means; that is, by denying services to individuals after a calculated maximum number of transactions has occurred.

For these reasons, the ILL and Direct Loan program appropriation in any single fiscal year is based

on estimates of the increase or decrease in handling cost, and projections of the levels of use, as well as the availability of funds. The program has been extremely successful and popular, but its history has been marked by years of shortfalls in the annual appropriation. For the last two years, the State Budget Act has not included the language requiring the Board to prorate reimbursement payments in the event of an insufficient appropriation. Current projections indicate that a shortfall will occur in the 2004/05 ILL and Direct Loan program budget. Therefore, the pro rating language included in the 2002/03 Budget Bill is being proposed as the more recent act of the Legislature which supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, it does not set aside the provision of Education Code Section 18703(f) to reimburse participating libraries equitably.

The 2002/03 pro rating requirement states:

> Should the funds appropriated in Schedule (c) be insufficient to fully cover all transactions under the Direct Loan and Interlibrary Loan programs of the California Library Services Act, funding shall be pro rated such that expenditures for the program are within the appropriation made in Schedule (c) of this item.

In October 2003, the Board adopted the method for implementing the prorating requirement by withholding a percentage of each valid claim throughout the course of the fiscal year, paying the remainder due, or a pro rated portion of the remainder due, after the close of the fiscal year.

The actual experience of the 2003/04 fiscal year is summarized below:

Fiscal Year Full Reimbursement Cost at LoC Board and Department of Finance approved rates (ILL--$4.91; DL--$0.84)

ILL	$ 7,908,075.46
Direct Loan	$10,453,406.88
Total	$18,361,482.34
ILL & Direct Loan Program Appropriation	$12,145,000.00

Final payments to reimburse all participants at 66.1% were processed in August 2004. A history of the TBR program shortfall appears for your information as Exhibit C.
The LoC Board will be considering loan reimbursement rates for 2004/05 at this October meeting, as required by law. If projected transaction levels occur and the reimbursement rates proposed through the 2003/04 cost study are adopted by the Board and approved by Finance, the State cost of the CLSA loan program for fiscal year 2004/05 is estimated to be as follows:

Eligible Public and Non-Public Interlibrary Loans	1, 738,157 @ $5.59 = $9,716,298
Net Imbalance Direct Loans	12,998,300 @ $.87 = $11,308,521
Estimated Total Program Cost	= $21,024,819

The ILL and Direct Loan budget appropriation for 2004/05 is $12,145,000. If projected transaction levels are actually realized, the 2004/05 CLSA ILL and Direct Loan program appropriation would fall short of being sufficient to pay the full reimbursable cost of the program by approximately 43%.

Recommendation: Staff is recommending that 50% be withheld from each payment during the course of the 2004/05 fiscal year. Due to unknown increases and decreases in transaction levels in any given year, and not knowing the final resource sharing costs for 2004/05, staff has included a larger margin for transaction growth into the proposed percentage being withheld.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: Since July 1, 1978, CLSA has supported three programs (there are other CLSA resource-sharing programs as well) specifically designed to encourage the sharing of publicly funded library materials throughout the state of California. The Interlibrary Loan and Direct Loan programs provide partial reimbursements of the increased costs realized when local public and specified non-public libraries extend loan services beyond their normal clientele. This program has greatly increased the individual public library user's access to library resources.

CLSA reimbursed loan services continue throughout the state with 177 public libraries and 111 non-public libraries. A list of CLSA public and non-public library participants appears as Exhibit D and E, consecutively. Reimbursement rates for the 2003/04 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance are:

$4.91 per eligible Interlibrary Loan
$ .84 per net imbalance Direct Loan

Final transaction counts for the 2003/04 fiscal year and projected totals for 2004/05 are displayed below. A history of the program activity is included as Exhibit F.

2003/04 LOAN ACTIVITY

	1st Quarter Actual	2nd Quarter Actual	3rd Quarter Actual	4th Quarter Actual	2003/04 Total Actual	2004/05 Projected Total
ILL Reimbursable Transactions	369,720	374,812	439,869	426,205	1,610,606	1,738,157
Direct Loans: Total	6,995,853	7,152,724	7,500,630	7,129,467	28,778,674	30,505,394
Direct Loans: Net Imbalance	3,098,941	3,066,887	3,165,720	3,112,984	12,444,532	12,998,300

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE:

Updates on actual and revised projections of Interlibrary and Direct Loan program levels and costs.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Doc. 6798

Exhibit B

ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1993/94 to Present

	93/94	94/95	95/96	96/98	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	Proposed 2004/05
LCB Adopted Rates												
Interlibrary Loan	3.26	3.17	3.38	3.47	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59
Direct Loan	.62	.65	.66	.69	.75	.71	.73	.77	.73	.78	.84	.87
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	2.85	2.85	2.85	3.21	3.87	4.49	4.91	
Direct Loan	.55	.55	.55	.55	.55	.55	.55	.63	.73	.78	.84	

iManage#7261

Exhibit C

California Library Services Act
Transaction Based Reimbursement Shortfall
Fourteen Year History

Costs

Fiscal Year	Board Adopted Rates		Reimbursable Transactions		Total Reimbursement Due ILL + Direct Loan = Total	Reimbursement Paid	Percent of Total Reimbursement Paid
	ILL	Direct Loan	ILL	Direct Loan			
90/91	$2.85	$0.55	602,767	8,100,317	$1,717,886 + $4,455,174 = $6,173,060	$5,538,000	89.7%
91/92	2.95	0.57	709,642	9,297,968	2,093,444 + 5,299,842 = 7,393,286	6,537,000	88.4%
92/93	3.08	0.58	715,948	9,722,634	2,205,120 + 5,639,128 = 7,844,248	6,537,000	83.3%
93/94	3.26	0.62	598,148	9,430,933	1,949,962 + 5,847,178 = 7,797,140	6,537,000	83.8%
94/95	3.17	0.65	651,979	9,572,561	2,066,773 + 6,222,165 = 8,288,938	6,537,000	78.9%
95/96	3.38	0.66	834,395	10,075,442	2,820,255 + 6,649,792 = 9,470,047	6,537,000	69.0%
96/97	3.47	0.69	996,825	10,471,870	3,458,983 + 7,255,590 = 10,684,573	6,537,000	61.2%
97/98	3.29	0.75	1,165,557	10,491,145	3,834,682 + 7,868,359 = 11,703,041	7,919,000	67.7%
98/99	3.57	0.71	1,223,800	11,056,055	4,368,966 + 7,849,799 = 12,218,765	8,600,000	70.4%
99/00	3.82	0.73	1,187,182	10,424,950	4,535,035 + 7,610,214 = 12,145,249	9,092,000	74.9%
00/01	4.14	0.77	1,128,006	10,296,586	4,669,945 + 7,928,371 = 12,598,316	10,894,000	86.5%
01/02	3.87	0.73	1,404,226	10,897,596	5,434,355 + 7,955,245 = 13,389,600	12,145,000	90.7%
02/03	4.49	0.78	1,549,221	11,363,394	6,956,002+8,863,447=15,819,449	11,848,000	74.9%
03/04	4.91	0.84	1,610,606	12,444,532	7,908,075+10,453,407=18,361,482	12,145,000	66.1%

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CLSA PARTICIPANTS
FY 2004/05

Exhibit D

BAY AREA LIBRARY AND INFORMATION SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Alameda County Library	✓	✓	✓	
Alameda Free Library	✓	✓	✓	
Berkeley Public Library	✓	✓	✓	
Contra Costa County Library	✓	✓	✓	
Hayward Public Library	✓	✓	✓	
Livermore Public Library	✓	✓	✓	
Oakland Public Library	✓	✓	✓	
Pleasanton Public Library	✓	✓	✓	
San Francisco Public Library	✓	✓	✓	
(San Leandro Community Library)			✓	

BLACK GOLD COOPERATIVE LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Lompoc Public Library	✓	✓	✓	
Paso Robles Public Library	✓	✓	✓	
San Luis Obispo City-County Library	✓	✓	✓	
Santa Barbara Public Library	✓	✓	✓	
Santa Maria Public Library	✓	✓	✓	
(Santa Paula) Blanchard Community Library	✓	✓	✓	
Ventura County Library	✓	✓	✓	

49/99 COOPERATIVE LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Amador County Library	✓	✓	✓	
Calaveras County Library	✓	✓	✓	
Lodi Public Library	✓	✓	✓	
Merced County Library	✓	✓	✓	
Stanislaus County Free Library	✓	✓	✓	
Stockton-San Joaquin County Public Library	✓	✓	✓	
Tuolumne County Free Library	✓	✓	✓	

INLAND LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Banning Unified School District Library	✓	✓	*	
Beaumont District Library	✓	✓	✓	
Colton Public Library	✓	✓	*	
Corona Public Library	✓	✓	✓	
Hemet Public Library	✓	✓	*	
Inyo County Free Library	✓	✓	*	
Moreno Valley Public Library	✓	✓	✓	
Murrieta Public Library	✓	✓	✓	
Ontario Public Library	✓	✓	✓	
Palm Springs Public Library	✓	✓	✓	
Palo Verde Valley District Library	✓	✓	*	
Rancho Cucamonga Public Library	✓	✓	✓	
Rancho Mirage Public Library	✓	✓	✓	
Riverside County Library System	✓	✓	✓	
Riverside Public Library	✓	✓	✓	✓
San Bernardino County Library	✓	✓	✓	
San Bernardino Public Library	✓	✓	✓	
Upland Public Library	✓	✓	✓	

METROPOLITAN COOPERATIVE LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Alhambra Public Library	✓	✓	✓	
Altadena Library District	✓	✓	✓	
Arcadia Public Library	✓	✓	✓	
Azusa City Library	✓	✓	*	
Beverly Hills Public Library		✓	✓	
Burbank Public Library	✓	✓	✓	
Calabasas Public Library	✓	✓	✓	
Cerritos Public Library		✓	*	
Commerce Public Library	✓	✓	✓	
Covina Public Library	✓	✓	✓	
Downey City Library	✓	✓	*	
El Segundo Public Library		✓	✓	
Glendale Public Library	✓	✓	✓	

METROPOLITAN COOPERATIVE LIBRARY SYSTEM (CON'T)	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Glendora Public Library	✓	✓	✓	
Irwindale Public Library	✓	✓	*	
Long Beach Public Library	✓	✓	✓	
Los Angeles Public Library	✓	✓	*	
Monrovia Public Library	✓	✓	✓	
(Monterey Park) Bruggemeyer Memorial Library	✓	✓	✓	
Oxnard Public Library	✓	✓	*	
Palos Verdes Library District	✓	✓	✓	
Pomona Public Library		✓	✓	
Redondo Beach Public Library	✓	✓	✓	
San Marino Public Library	✓	✓	✓	
Santa Fe Springs City Library	✓	✓	*	
Santa Monica Public Library	✓	✓	*	
Sierra Madre Public Library	✓	✓	*	
Signal Hill Public Library	✓	✓	✓	
South Pasadena Public Library	✓	✓	✓	
Thousand Oaks Public Library		✓	*	
Torrance Public Library	✓	✓	*	
Whittier Public Library	✓	✓	✓	

MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
(Carmel) Harrison Memorial Library	✓	✓	✓	
Monterey County Library	✓	✓	✓	
Pacific Grove Public Library		✓	✓	
Salinas Public Library	✓	✓	✓	
San Benito County Free Library	✓	✓	✓	
San Juan Bautista City Library	✓	✓	*	
Santa Cruz Public Library	✓	✓	✓	
Watsonville Public Library	✓	✓	✓	
(Monterey Public Library)			✓	

MOUNTAIN VALLEY LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Alpine County Library	✓	✓	✓	
Colusa County Free Library	✓	✓	✓	
El Dorado County Library	✓	✓	✓	
Folsom Public Library	✓	✓	✓	
Lincoln Public Library	✓	✓	✓	
Mono County Free Library	✓	✓	✓	✓
Nevada County Library	✓	✓	✓	
Placer County Library	✓	✓	✓	
Roseville Public Library	✓	✓	✓	
Sacramento Public Library	✓	✓	✓	
Sutter County Library	✓	✓	✓	
Woodland Public Library	✓	✓	✓	
Yolo County Library	✓	✓	✓	
Yuba County Library	✓	✓	✓	

NORTH BAY COOPERATIVE LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Belvedere-Tiburon Library Agency	✓	✓	✓	
Benicia Public Library	✓	✓	✓	
Dixon Unified School District	✓	✓	✓	
Lake County Library	✓	✓	✓	
Larkspur Public Library	✓	✓	✓	
Marin County Free Library	✓	✓	✓	
Mendocino County Library	✓	✓	✓	
Mill Valley Public Library	✓	✓	✓	
Napa City-County Library	✓	✓	✓	
Richmond Public Library	✓	✓	✓	
San Anselmo Public Library	✓	✓	✓	
San Rafael Public Library	✓	✓	✓	
Sausalito Public Library	✓	✓	✓	
Solano County Library	✓	✓	✓	
Sonoma County Library	✓	✓	✓	
St. Helena Public Library	✓	✓	✓	

NORTH STATE COOPERATIVE LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Butte County Library	✓	✓	✓	
Del Norte County Library	✓	✓	✓	
Humboldt County Library		✓	✓	
Modoc County Library	✓	✓	✓	
Orland Free Library	✓	✓	✓	
Plumas County Library	✓	✓	✓	
Shasta County Library	✓	✓	✓	
Siskiyou County Public Library	✓	✓	✓	
Susanville District Library	✓	✓	✓	
Tehama County Library	✓	✓	✓	
Trinity County Library	✓	✓	✓	
Willows Public Library	✓	✓	✓	

PENINSULA LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Burlingame Public Library	✓	✓	✓	
Daly City Public Library	✓	✓	✓	
Menlo Park Public Library	✓	✓	✓	
Redwood City Public Library	✓	✓	✓	
San Bruno Public Library	✓	✓	✓	
San Mateo County Library	✓	✓	✓	
San Mateo Public Library	✓	✓	✓	
South San Francisco Public Library	✓	✓	✓	

SAN JOAQUIN VALLEY LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Coalinga District Library	✓	✓	✓	
Fresno County Free Library	✓	✓	✓	
Kern County Library	✓	✓	✓	
Kings County Library	✓	✓	✓	
Madera County Library	✓	✓	✓	
Mariposa County Library	✓	✓	✓	
Porterville Public Library	✓	✓	✓	
Tulare County Free Library	✓	✓	✓	
Tulare Public Library	✓	✓	✓	

SANTIAGO LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Anaheim Public Library	✓	✓	✓	
Buena Park Library District	✓	✓	✓	
Mission Viejo Public Library	✓	✓	✓	
Newport Beach Public Library	✓	✓	*	
Orange County Public Library	✓	✓	*	
Orange Public Library	✓	✓	✓	
Placentia Library District	✓	✓	✓	
Yorba Linda Public Library	✓	✓	*	
(Fullerton Public Library)			✓	
(Huntington Beach Public Library)			*	
(Santa Ana Public Library)			✓	

SERRA LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Brawley Public Library	✓	✓	*	
(Calexico) Camarena Public Library	✓	✓	✓	
Carlsbad City Library	✓	✓	*	
Chula Vista Public Library	✓	✓	✓	
Coronado Public Library	✓	✓	✓	
El Centro Public Library		✓	*	
Escondido Public Library	✓	✓	*	
Imperial County Free Library	✓	✓	*	✓
Imperial Public Library	✓	✓	*	
National City Public Library	✓	✓	✓	
Oceanside Public Library	✓	✓	✓	
San Diego County Library	✓	✓	✓	
San Diego Public Library	✓	✓	✓	

SILICON VALLEY LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Los Gatos Memorial Library	✓	✓	✓	
Mountain View Public Library	✓	✓	✓	
Palo Alto City Library	✓	✓	✓	
San Jose Public Library	✓	✓	✓	
Santa Clara City Library	✓	✓	✓	
Santa Clara County Free Library	✓	✓	✓	
Sunnyvale Public Library	✓	✓	✓	

SOUTH STATE COOPERATIVE LIBRARY SYSTEM	2004/2005		Statewide Data Base 2003/04	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Inglewood Public Library	✓	✓	*	
Los Angeles County Public Library	✓	✓	*	
Palmdale City Library	✓	✓	✓	
Pasadena Public Library	✓	✓	*	

PUBLIC LIBRARIES NOT PARTICIPATING IN CLSA
(Redlands) A. K. Smiley Public Library
Vernon Public Library

Note: Libraries noted in parenthesis are CLSA participants, but are not CLSA System members.
*CLSA Statewide Data Base participants, but have not claimed a subsidy for one or more years since 1998/99.

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Exhibit E

California Library Services Act
Interlibrary Loan Program
Non-Public Library Participants - FY 2004/05

LIBRARY	REGION
Allan Hancock Community College	GCLN
American River College	SVLN
Butte College	CPLN
Cabrillo College	GGLN
California Academy of Sciences	GGLN
California Institute of the Arts, Valencia	ASLN
California Institute of Integral Studies, San Francisco	GGLN
California Lutheran University	GCLN
California State Polytechnic University, Pomona	ASLN
CSU Bakersfield	HRLN
CSU Chico	CPLN
CSU Dominguez Hills	ASLN
CSU Fresno	HRLN
CSU Fullerton (Pollak Library)	ASLN
CSU Hayward	GGLN
CSU Long Beach	ASLN
CSU Los Angeles (John F. Kennedy Library)	ASLN
CSU Monterey Bay	GGLN
CSU Northridge	ASLN
CSU Sacramento	SVLN
CSU San Bernardino	TdS
CSU San Diego	TdS
CSU San Jose	GGLN
CSU San Marcos	GGLN
CSU Sonoma	GGLN
CSU Stanislaus	SVLN
Canada College Library	GGLN
Cerritos College	SVLN
Chapman University	TdS
Chapman University (Rinker Law Library)	TdS
Christian Heritage College	TdS
Citrus Community College District	ASLN
Claremont College (Honnold-Mudd)	ASLN
College of Marin	GGLN
College of San Mateo	GGLN
College of the Canyons, Santa Clarita	ASLN
College of the Redwoods	CPLN
College of the Siskiyous	CPLN
Columbia College	SVLN
Consumnes River College	SVLN
Cuesta College	GCLN

LIBRARY	REGION
Diablo Valley College	GGLN
Dominican College (Archbishop Alemany Library)	GGLN
Feather River College	CPLN
Fresno City College	HRLN
Fresno County Law Library	HRLN
Fullerton Community College (Wm.T. Boyce Library)	ASLN
Gavilan College Library	GGLN
Glendale College Library	ASLN
Golden Gate Baptist Theology Seminary	GGLN
Golden West College Library (R. Dudley Boyce Library)	ASLN
Graduate Theological (Flora Lampson Hewlett Library)	GGLN
Hartnell College Library	GGLN
Holt Labor Library	GGLN
Humboldt State University	CPLN
Imperial Valley College (Spencer Library Media Center)	TdS
Kaweah Delta Health Library	HRLN
La Sierra University Library	TdS
Lassen Community College District	CPLN
Merced College	SVLN
Mills-Peninsula Medical Library	GGLN
MiraCosta College Library	TdS
Mission College, Santa Clara	GGLN
Modesto Jr. College (Yosemite Community College)	SVLN
Modoc County Office of Education (Media Center)	CPLN
Monterey Peninsula College	GGLN
Napa Valley College	GGLN
Naval Postgraduate School (Dudley Knox Library)	GGLN
Orange Coast College	ASLN
Orange County Public Law Library	ASLN
Pacific Union College	GGLN
Palomar Community College District, San Marcos	TdS
Patton State Hospital	TdS
Porterville Developmental Center (Professional Library)	HRLN
Riverside Community College District (Martin Luther King)	TdS
Sacramento City College	SVLN
Saint John's Seminary College Library	GCLN
Saint John's Seminary Theology Library	GCLN
Saint Mary's College Library	GGLN
Saint Patrick's Seminary (McKeon Memorial Library)	GGLN
San Francisco City College (Rosenberg Library)	GGLN
San Francisco State University (J. Paul Leonard Library)	GGLN
San Joaquin Delta Community College, Stockton	SVLN
SMERC (San Mateo County Supertindent of Schools)	GGLN
Santa Barbara City College	GCLN
Santa Barbara Museum of Natural History	GCLN
Santa Clara University (Orradre Library)	GGLN
Santa Rosa Junior College (Plover Library)	GGLN

LIBRARY	REGION
Shasta College Library	CPLN
Sierra Community College	SVLN
Simpson College Library	CPLN
Skyline College Library	GGLN
Solano College	GGLN
Sonoma Developmental Center	GGLN
Sutter Resource Library, Sacramento	SVLN
Tehama County Department of Education	CPLN
Tulare County Law Library	HRLN
University of California (Berkeley)	GGLN
University of California (Davis)	SVLN
University of California (Irvine)	ASLN
University of California (Los Angeles)	ASLN
University of California (Riverside)	TdS
University of California (San Diego)	TdS
Uiversity of California (Santa Barbara - Davidson Library)	GCLN
University of California (Santa Cruz)	GGLN
University of the Pacific	SVLN
University of San Francisco (Gleeson Library)	GGLN
West Valley College Library	GGLN
Westmont College (R.J. Voskuyl Library)	GCLN
Yuba Community College District	SVLN

ASLN - Arroyo Seco Library Network
CPLN - Cascade Pacific Library Network
GCLN - Gold Coast Library Network
GGLN - Golden Gateway Library Network
HRLN - Heartland Regional Library Network
SVLN - Sierra Valley Library Network
TdS - Tierra del Sol Regional Library Network

Exhibit F

California Library Services Act

TBR PROGRAM ACTIVITY

1979/80 - 1985/86

	1979/80	1980/81	1981/82	1982/83	1983/84	1984/85	1985/86
ILL Reimbursable Transactions	267,799	301,307	341,307	349,098	338,629	361,015	378,549
Total Public Library Circulation	113,920,874	119,279,297	121,340,000	125,107,000	124,136,000	125,140,000	125,600,000
Direct Loans: Total	7,983,833	9,668,836	9,876,086	11,070,748	11,243,357	12,160,892	12,532,423
Direct Loans: Net Imbalance	3,152,506	3,975,769	4,366,074	4,912,803	5,012,301	5,691,851	5,432,412

1986/87 - 1992/93

	1986/87	1987/88	1988/89	1989/90	1990/91	1991/92	1992/93
ILL Reimbursable Transactions	416,509	451,270	452,540	515,403	602,767	709,642	715,948
Total Public Library Circulation	131,955,186	136,082,000	140,223,000	144,447,000	150,547,000	160,761,000	158,802,000
Direct Loans: Total	13,060,534	15,175,877	15,953,733	15,108,450	19,651,418	21,260,881	22,004,106
Direct Loans: Net Imbalance	5,355,373	6,104,662	6,734,868	6,619,082	8,100,318	9,297,968	9,722,634

1993/94 - 1999/2000

	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/2000
ILL Reimbursable Transactions	598,148	651,979	834,395	996,825	1,165,557	1,223,800	1,187,182
Total Public Library Circulation	145,657,000	146,722,000	151,034,000	159,670,000	164,429,000	162,965,000	165,687,000
Direct Loans: Total	21,711,320	21,545,856	22,718,780	23,271,736	23,774,902	24,874,552	24,440,027
Direct Loans: Net Imbalance	9,430,933	9,572,561	10,075,442	10,486,183	10,491,145	11,056,055	10,424,950

2000/01 - 2004/05

	2000/01	2001/02	2002/03	2003/04	2004/05 Projections
ILL Reimbursable Transactions	1,128,006	1,409,560	1,549,221	1,610,606	1,738,157
Total Public Library Circulation	171,822,000	184,501,000	198,528,000	201,528,000	205,559,000
Direct Loans: Total	25,347,765	27,932,178	29,477,741	28,778,674	30,505,394
Direct Loans: Net Imbalance	10,296,586	10,897,596	11,363,394	12,444,532	12,998,300

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revised August 25, 2004

Document 9

ACTION

AGENDA ITEM: CLSA System Reference

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider 2004/05 CLSA System Population and Membership Figures. (*On Consent Calendar*)

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2004/05.

BACKGROUND:

Section 20158 of the Administrative Regulations for the System Reference program provides for an annual review and approval of System population and membership figures used in the allocation of System Reference Program funds by the State Board. Section 20106 stipulates that any CLSA funds distributed on the basis of population shall be awarded using the most recently published and available combined estimate for cities and counties from the State Department of Finance. The 2004/05 System population and membership figures are included as Exhibit A to this agenda item.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Reference Program continues to support regional reference services in all 15 CLSA Cooperative Library Systems.

Review and Discussion of 2004/05 System Plans: 2004/05 System Plans of Service have been received. Compilations of each of the three service components of the System Reference Program are included as Exhibits B, C and D. A review of the Plans of Service indicates that many Systems are continuing to target the geographically isolated, children and youth, the limited English speaking, English as a second language and people with disabilities for the component to improve reference service to the underserved. Systems collectively plan to allocate over $258,440 from their Reference budgets for the underserved component. (The full text of System Plans of Service is available to Board members upon request).

Exhibit E is a chart of 2004/05 System Workload Estimates by system-level programs. Exhibit F reflects the workload history of the System Reference Program for the past ten years. A population profile is provided as Exhibit G, which describes the demographic characteristics of the residents of the System service area.

System annual report summaries for fiscal year 2002/03 were compiled and mailed to Board members and CLSA Systems in May. The achievements of performance objectives for the System Reference program are reproduced as Exhibit H, I, and J. Systems met all objectives

required by statute, and additional objectives set for themselves in FY 2002/03. Exhibit K and L contain the expenditure reports for 2002/03 showing that 42% of the total Reference program budget was provided by local funds; and Exhibit M shows that 83% of the total System Administration budget was provided locally.

System annual report summaries for fiscal year 2003/04 were received. However, time was not available to provide a compilation of those reports in this packet. Board members and System contacts will be mailed report summaries in early 2005.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2004/05 System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Exhibit A

2004/05 System Population & Membership

The following pages contain the System membership and System population figures which will be used to allocate funds to the individual Systems for the System Reference Program in the 2004/05 fiscal year.

Pursuant to Section 18741(a) of the California Education Code, the membership figures for three Systems (MOBAC, North Bay, and North State) have been adjusted to reflect public library consolidations which occurred after January 1, 1978.

Pursuant to Section 20106 of the Code of California Regulations, the population figures, certified by the California State Librarian, are based on the most recently published (May 2004) combined estimate for cities and counties from the California State Department of Finance.

STATEMENT OF CERTIFICATION

"I certify that the attached System population figures have been prepared using the most recently published and available combined estimate for cities and counties from the California Department of Finance, adjusted to reflect the geographic service areas of California public libraries."

_____

Cameron D. Robertson
Deputy State Librarian of California
June 1, 2004

SYSTEM/MEMBER	POPULATION
BALIS	3,111,400
Alameda County Library	
Alameda Free Library	
Berkeley Public Library	
Contra Costa County Library	
Hayward Public Library	
Livermore Public Library	
Oakland Public Library	
Pleasanton Public Library	
San Francisco Public Library	
TOTAL: 9	
BLACK GOLD	1,163,200
Lompoc Public Library	
Paso Robles Public Library	
San Luis Obispo City-County Library	
Santa Barbara Public Library	
Santa Maria Public Library	
Santa Paula (Blanchard Community) Library	
Ventura County Library Services Agency	
TOTAL: 7	
49-99	1,491,700
Amador County Library	
Calaveras County Library	
Lodi Public Library	
Merced County Library	
Stanislaus County Free Library	
Stockton-San Joaquin County Public Library	
Tuolumne County Free Library	
TOTAL: 7	
INLAND	3,612,900
Banning Unified School District Library	
Beaumont Library District	
Colton Public Library	
Corona Public Library	
Hemet Public Library	
Inyo County Free Library	
Moreno Valley Public Library	
Murrieta Public Library	
Ontario City Library	
Palm Springs Public Library	
Palo Verde Valley Library District	
Rancho Cucamonga Public Library	
Rancho Mirage Public Library	
Riverside County Library System	
Riverside Public Library	
San Bernardino County Library	
San Bernardino Public Library	
Upland Public Library	
TOTAL: 18	

SYSTEM/MEMBER	POPULATION
MCLS	6,426,105
Alhambra Public Library	
Altadena Library District	
Arcadia Public Library	
Azusa City Library	
Beverly Hills Public Library	
Burbank Public Library	
Calabasas Public Library	
Cerritos Public Library	
City of Commerce Public Library	
Covina Public Library	
Downey City Library	
El Segundo Public Library	
Irwindale Public Library	
Glendale Public Library	
Glendora Library & Cultural Center	
Long Beach Public Library	
Los Angeles Public Library	
Monrovia Public Library	
Monterey Park (Bruggemeyer) Memorial Library	
Oxnard Public Library	
Palos Verdes Library District	
Pomona Public Library	
Redondo Beach Public Library	
San Marino Public Library	
Santa Fe Springs City Library	
Santa Monica Public Library	
Sierra Madre Public Library	
Signal Hill Public Library	
South Pasadena Public Library	
Thousand Oaks Library	
Torrance Public Library	
Whittier Public Library	
TOTAL: 32	
MOBAC	708,450
Carmel (Harrison) Memorial Library	
Monterey County Free Library	
Pacific Grove Public Library	
Salinas Public Library	
San Benito County Free Library	
San Juan Bautista City Library	
Santa Cruz Public Library	
Watsonville Public Library	
+ King City/Monterey County	
TOTAL: 9	

SYSTEM/MEMBER	POPULATION
MVLS	2,261,380
Alpine County Library	
Colusa County Free Library	
El Dorado County Library	
Folsom Public Library	
Lincoln Public Library	
Mono County Free Library	
Nevada County Library	
Placer County Library	
Roseville Public Library	
Sacramento Public Library	
Sutter County Library	
Woodland Public Library	
Yolo County Library	
Yuba County Library	
TOTAL: 14	
NORTH BAY	1,525,100
Belvedere-Tiburon Library Agency	
Benicia Public Library	
Dixon Unified School District Library	
Lake County Library	
Larkspur Public Library	
Marin County Free Library	
Mendocino County Library	
Mill Valley Public Library	
Napa City-County Library	
Richmond Public Library	
San Anselmo Public Library	
San Rafael Public Library	
Sausalito Public Library	
Solano County Library	
Sonoma County Library	
St. Helena Public Library	
+ Vacaville/Solano	
+ Calistoga/Napa	
TOTAL: 18	
NORTH STATE	743,770
Butte County Library	
Del Norte County Library District	
Humboldt County Library	
Modoc County Library	
Orland Free Library	
Plumas County Library	
Shasta County Library	
Siskiyou County Free Library	
Susanville District Library	
Tehama County Library	
Trinity County Library	
Willows Public Library	
+ Crescent City/Del Norte	
TOTAL: 13	

SYSTEM/MEMBER	POPULATION
PENINSULA	712,400
Burlingame Public Library	
Daly City Public Library	
Menlo Park Public Library	
Redwood City Public Library	
San Bruno Public Library	
San Mateo County Library	
San Mateo Public Library	
South San Francisco Public Library	
TOTAL: 8	
SJVLS	2,278,650
Coalinga-Huron Unified School District Library	
Fresno County Public Library	
Kern County Library	
Kings County Library	
Madera County Library	
Mariposa County Library	
Porterville Public Library	
Tulare County Free Library	
Tulare Public Library	
TOTAL: 9	
SANTIAGO	2,335,800
Anaheim Public Library	
Buena Park Library District	
Mission Viejo Public Library	
Newport Beach Public Library	
Orange County Public Library	
Orange Public Library	
Placentia Library District	
Yorba Linda Public Library	
TOTAL: 8	
SERRA	3,173,800
Brawley Public Library	
Calexico (Camarena Memorial) Public Library	
Carlsbad City Library	
Chula Vista Public Library	
Coronado Public Library	
El Centro Public Library	
Escondido Public Library	
Imperial County Library	
Imperial Public Library	
National City Public Library	
Oceanside Public Library	
San Diego County Library	
San Diego Public Library	
TOTAL: 13	

SYSTEM/MEMBER		POPULATION
SILICON VALLEY		1,731,400
Los Gatos Public Library		
Mountain View Public Library		
Palo Alto City Library		
San Jose Public Library		
Santa Clara County Free Library		
Santa Clara City Library		
Sunnyvale Public Library		
	TOTAL: 7	
SOUTH STATE		3,988,200
County of Los Angeles Public Library		
Inglewood Public Library		
Palmdale City Library		
Pasadena Public Library		
	TOTAL: 4	
	GRAND TOTALS:	
	All System Members:	**176***
	All System Population:	**35,264,255**
Unaffiliated Public Libraries		862,145
Fullerton Public Library		
Huntington Beach Public Library		
Monterey Public Library		
Redlands (A.K. Smiley) Public Library		
San Leandro Community Library		
Santa Ana Public Library		
Vernon Public Library		
	TOTAL: 7	
Areas Without Service		17,550
Industry		
Unincorporated area of Lassen County		
	TOTAL STATE:	**36,144,000**

*Includes Consolidations since 1/1/78

Compilation of 2004/05 System Program Plans of Service
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
BALIS	A joint forum, co-sponsored by the BALIS Teen Services and the BALIS Children's Services Committees on a topic of mutual concern, will be scheduled. It will be attended by staff providing service to adults, teens and children and will be an opportunity to learn best practices and inform each other of resources available in our libraries of which staff may not be aware owing to age specialty or a lack of knowledge of collections in other member libraries. The Reference Committee will communicate regularly with the SVLS and PLS Reference Committees through the exchange of committee meetings. They will invite librarians from the other systems to attend the workshops and programs where reference services will be discussed or demonstrated; and will participate with other systems in the review, evaluation and recommendation of electronic information sources for consortium purchase. The reference committee will: 1) identify staff training needs in the reference area and encourage staff participation in training; and 2) schedule forum discussions to address specific topics of interest and concern to reference staff. The reference staffs from the BALIS libraries will participate in Reflist, a reference issues listserv housed on PLS' server, which will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.	A formal evaluation will be conducted of the System Reference Center and an examination of the services that will assist the librarians in providing the best patron service. Practices and procedures will be scrutinized and evaluated in view of their usefulness to today's library user. Some services and/or their procedures will change or be eliminated as a result of this evaluation. Workshop participants will be asked to evaluate their training.
BLACK GOLD	Offer two or more workshops aimed at both the professional and paraprofessional reference staff to improve library service and technology skills; enable library staff to learn about area resources through the results of the resource sharing audit and the Cat-A-Link Gold virtual catalog; familiarize staff with "AskNow" Reference services.	The Training Task Force and the Reference Services Committee will review programs for effectiveness in meeting local needs. Evaluate training events by using participant's standard questionnaire and by the Reference Services Committee.
49-99	The Reference Center staff will respond to reference requests from member libraries, making use of the collections of the host library, LAPL FirstSource, online databases, and other sources. The Reference Center coordinator oversees the participation of member libraries in the AskNow Reference program. System staff will continue to assess local training needs and recommend programs. Member library staff will make use of CORE training, the CORE Reference Correspondence Course and other CORE products and services.	Ongoing evaluation of reference referrals received will help determine if local staff are referring requests to the System Reference Center appropriately. Participants in training programs will evaluate the session to determine how well each program met their needs for enhanced skills and additional information.
INLAND	The Reference Center staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections; and will be available to provide instruction, share information about web sites, search	On a regular basis, distribute a survey to member library staff to evaluate system service.

EXHIBIT B

INLAND (cont'd)	strategies and encourage the staff of member libraries in the use of the Internet and electronic resources as reference tools. The System staff will use the collections of the Riverside Public Library, the University of California at Riverside and other local resources to assist in providing consultation service. System staff will be knowledgeable of the special strengths of the collections and staffs of local libraries and other local resources. Standing Committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products and training sessions.	
MCLS	MCLS Reference staff will publicize services available from the Reference Center through the *MCLS* Web site, the *Reference Hotline* & guest/host programs. 12 issues of the *Reference Hotline* will be distributed via email to all MCLS, SLS and South State libraries, all Associate Members of MCLS, all System Reference Centers, and to members of the LoCB. The *Hotline* is mounted on the MCLS Web site. MCLS staff will coordinate all Systemwide workshops and information exchanges. MCLS Reference staff will coordinate the design, layout & publishing of all reference-related systemwide publications. *The Guide to Government Officials* will continue to be updated by MCLS. This publication will continue to be mounted on the MCLS Web site for the use of all the System Reference Centers. Reference staff will disseminate information on the Internet and assist in the training for use of the World Wide Web as a resource sharing tool. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral. Two types of Internet classes are offered by the Reference Center: a beginning class titled "Ready Reference," and a series of subject specific classes.	Evaluate workshops via participant questionnaire as well as follow-up discussions by appropriate committees. Periodically survey publications & other services provided by the Reference Center using random sampling techniques.
MOBAC	The Reference Committee will plan and present, with assistance from PLS staff, one Hands-on Reference workshop for at least 75 reference staff from all member libraries in the region. The Reference Committee will schedule ten meetings, two of which will include a forum topic of discussion, designed to contribute to reference staff's knowledge, training or development; update reference resources and union lists, including the Survey of Publicly Available Technologies. The Reference Committee will identify and evaluate electronic resources for possible purchase by the system. The Reference Committee will work with other MOBAC committees and the Administrative Council to make recommendations regarding the selection of the vendor for and implementation of the new planned portal/ILL site and will play an active role in developing and maintaining useful content for the site. The SEARCH newsletter will be sent to all MOBAC libraries, and member library staff will be solicited for contributions to the newsletter. The Reference Coordinator will investigate online databases for potential purchase by member libraries.	Written evaluations will be completed by workshop participants.

MVLS	The Reference Committee and System staff will develop a multi-year training plan, as follows: 1) make an inventory of available local reference training and publicize it, maintaining a calendar of training events; 2) decide what topics to cover in a given year and establish a cycle of recurring workshops as needed; 3) establish and publicize any prerequisites for workshop attendance; 4) evaluate completed workshops in order to refine the training plan; 5) offer workshops free or at low cost when they can be provided with local resources, but on a cost-recovery basis when presenters have to be paid, or sites or equipment have to be rented. Coordination with neighboring Systems and with presentations of the Children's Committee is encouraged; 6) explore any advances in technology which might aid in the training sessions; 7) coordinate shared subscription to reference databases; and 8) provide 2 workshops on technological or public service aspects of reference work.	Provide written evaluation of training events to determine participant satisfaction.
NORTH BAY	NBCLS staff will: 1) have reference-training workshops or round table discussions that meet the specific needs of individual member libraries and have these in conjunction with the Reference Committee meetings; 2) coordinate reference and/or multicultural workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government, or any other such workshops to be held in the NBC region; 3) provide one-on-one brush-up training for individual member librarians for online databases; 4) keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development; and 5) produce and distribute a monthly calendar of meetings and training events on the Web page. Member librarians are invited to spend a day at the Reference Center, observing and learning about reference tools available at the host library. Three system-wide committees will meet quarterly, semi-annually, or three times annually to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours. NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries. The following Union Lists will be considered for revision as needed: 1) NBCLS Directory of Reference Librarians; 2) NBCLS Union List of Periodicals; and 3) NBCLS Union List of Depository Federal Documents. NBCLS staff will update the following as needed: 1) NBCLS Interlibrary Loan Manual; 2) NBCLS Reference Manual; 3) NBCLS Directory of Member Libraries; 4) NBCLS Staff Foreign Language Skills Resource List; and 5) NBCLS SuperSearch/URSA User's Manual. The products noted above will be made available in electronic form via Web site and/or listserv.	NBCLS staff will keep statistics of reference questions and on librarian and patron surveys. Staff will compile workshop evaluations and statistics. Local libraries will track the number of reference questions answered locally and by which means the question was answered.

NORTH STATE	NSCLS will enhance skills and knowledge of reference sources through one general reference workshop and one on-site mini-reference workshop for member libraries, as funding allows. At least 12 member library staff members will complete a C.O.R.E. Reference Online Course and/or view NSCLS distributed or other training in the form of videos, DVDs, webcasts, or Infopeople classes to improve general reference. NSCLS will continue to distribute North State Cooperative Catalogs, bibliographies, and manuals to coordinate and facilitate the improvement of local reference services. An Interlibrary Loan workshop for all NSCLS members' ILL personnel will be held to share information and address common issues. NSCLS anticipates joining and contributing to the statewide virtual reference program in 2004/05.	The System Reference Center will distribute questionnaires on a periodical basis. NSCLS Reference Center will share results with member and affiliate libraries, Reference/ILL/Underserved Committee, SAB, and Council of Librarians. Written workshop evaluations on content and format will be completed by individual participants. Poll member libraries & System Reference Committee to determine the benefit of the updated NSCLS Cooperative Catalog, & how this System publication helped to improve local reference service via interlibrary loan. Statistics and transcripts of Virtual Reference use will be reviewed.
PLS	Professional & paraprofessional staff members from BALIS, PLS & SVLS will attend various training sessions either arranged or given by the Reference Coordinator. These sessions will include but not be limited to: 1) training on subscription databases, including the various components of the Gale database contract, StatUSA, Rand California, Big Chalk, and others; 2) training on other reference-related topics, including use of print and Internet sources, the reference interview, and others. There will also be training opportunities for librarians staffing the statewide virtual reference service. Training sessions may be live or virtual, one-on-one or using the meeting software within the virtual reference project. The reference committee will meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems and promote reference cooperation. The directory of local service resources called the Community Information Project or CIP will be updated, & expanded to include more resources in other area counties. This file is now accessible through the World Wide Web at http://cip.plsinfo.org. In the coming year, the database will be migrated from its Access 97 format to the new ILS system chosen by PLS. It will provide users with easy accessibility to this valuable community resource. The Reference Committee will evaluate & select appropriate reference sources for system reference purchases. Access to subscriptions to selected online services will be provided through system subscriptions. In addition to the collection of databases provided through the contract with Gale, there are also current subscriptions to StatUSA from the U.S. Department of Commerce and the RAND California database. The Reference Committee will be actively participating in the process of selecting a new Integrated Library System by contributing to the list of	Evaluate workshops by participant questionnaires. Use follow-up evaluations after some programs to analyze the long term benefits of the information gained. Local library reference staff will informally evaluate finding tools. The use of the online database will be analyzed based upon the effectiveness of use by both staff and patrons. Gather questions sent to the virtual reference service and analyze and monitor responses.

PLS (cont'd)	questions posed to proposed vendors about their product, attending the demonstrations so that members will be knowledgeable about the products and their capabilities, and voting for their choice, along with others who attend the demonstrations. Staff from member libraries will work on the live, online reference service called AskNow.	
SJVLS	A reference correspondence course will be made available to all local staff. At least 30 staff members will receive one-on-one training in reference tools and methods related to the answers or referred questions. System-developed resources on the Web page, such as the index of sheet music/song books, the "Ben's almanac" guide to the vertical file, and the index of articles in antique and collectible magazines will help local libraries answer questions without need to refer questions. SJVLS will arrange consultation with subject experts to help evaluate local collections. The Reference Committee will hold reference book review sessions to facilitate information exchange and cooperative purchasing. Internet access will be made available.	SJVLS will record the number of staff trained in one-on-one sessions, the number of uses of the locally-produced indexes, and number of use of system-wide databases. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to council.
SANTIAGO	SLS will: 1) contract with MCLS for interlibrary reference; 2) sponsor one continuing educational program with 20 in attendance; 3) conduct classes on online reference resources; and 4) support staff development by sending member library staff to MCLS, CLSA Systems, CSL, and other library related workshops. The Reference Committee will discuss information on topics of current interest in SLS libraries six times a year; and along with SLS member libraries, the Reference Committee will explore participation in cooperative reference projects with other Systems and attend other System reference meetings when possible. CLSA funding is expected to suffice to finance all activities proposed in this component.	MCLS will provide monthly & quarterly statistical records on the number & subjects of questions asked; conduct periodic patron & librarian satisfaction surveys. Workshop evaluation forms will be completed by all attendees & a written summary report on each workshop will be given to Council and to the sponsoring committee. Results of the discussion topics will be reported in the committee minutes. The SLS Reference Committee will cooperate with other Systems' Reference Committees in the exploration of reference projects, workshops, and/or joint grants.
SERRA	The Research Center staff will present orientation tours promoting reference services and explaining procedures. System staff will: 1) update the information on the Serra web site; 2) provide consultation on local libraries' questions five days per week; and 3) help provide a minimum of one workshop for the Reference Committee. Serra Reference staff will work with the Reference Committee to conduct at least one workshop on some aspect of reference service. Two sessions of a workshop "Census Data Online" are planned. Serra's Research Center will distribute information on resources and news of interest via Serra's web site. Member libraries will be able to send reference requests and receive answers electronically.	Statistics & comments on activities will be recorded. Evaluation surveys will be used at all workshops.
SILICON VALLEY (SVLS)	Professional and paraprofessional staff members will have the opportunity to attend various training sessions either arranged or given by the Reference Coordinator. These sessions may include training on subscription databases and training on other reference-related topics, including use of print and	SVLS will poll member library staffs on the value of the directories, surveys, & union lists. Participants in training sessions will be asked to complete evaluations on the utility & efficacy of workshops

SILICON VALLEY (SVLS) (cont'd)	Internet sources and the reference interview. The Reference Committee will: 1) meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation; 2) contribute information to directories of local resources not available elsewhere; and 3) invite librarians from the other systems to attend the workshops and programs where reference services will be discussed or demonstrated. They will participate with the other systems in the review, evaluation and recommendation of electronic information sources for consortium purchase. The Reference Center staff will continue to provide orientation to local librarians through personal appearances, tours, demonstrations, memos and articles in the newsletter, SEARCH. Minutes of meeting of the PLS and BALIS Reference Committees will be distributed by e-mail listservs to the SVLS Reference Committee. Santa Clara County clubs & organizations will continue to be added to the Community Information Project's directory, which includes coverage of San Mateo and Santa Clara counties. Reflist, a reference issues listserv, will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.	including a question regarding what other reference-related training participants would like to see in the future. Compliance with the local library reference standards will be evaluated annually by the Reference Committee, and efforts will be made to correct areas where compliance is lagging.
SOUTH STATE	SSCLS will: 1) provide service by contracting with MCLS for interlibrary reference; 2) provide staff training through one or more workshops on issues, resources, or skills pertinent to meet the reference training needs of member libraries; 3) utilize opportunities for joint efforts with other library related organizations; 4) prepare reports on Reference Center activities for the SSCLS Administrative Council; and 5) purchase reference resources which will enhance member library reference effectiveness. System staff, trained staff in member libraries, and outside professionals will conduct training classes and staff workshop programs.	The MCLS will provide monthly and quarterly statistical records on the questions asked; conduct periodic patron and librarian satisfaction surveys. Workshop participants will be asked to evaluate their training by completing a written evaluation at the end of the workshop. The Steering Committee will evaluate both the service provided by MCLS and the reference resources to be purchased.

Compilation of 2004/05 System Program Plans of Service
Service to Underserved Component

System	Target Populations	Service Delivery Methods	Evaluation Methods	Estimate Expend
BALIS	African American; Asian; Latino; Speakers of limited English/English as Second Language	The Reference Committee will: 1) work with Gale Research PR materials and publicize the Informe Spanish-language database; 2) identify and evaluate new databases that have a focus on the informational needs of specific multicultural communities; and 3) work with selected members of the Community Language Project and offer assistance as needed with evaluation of current collections. Reference Committee staff will: 1) take the lead in developing promotional material to be used; and 2) evaluate and solicit staff and patron feedback on databases selected for evaluation. System staff will assist in coordinating with vendor PR departments, printers, etc.	Increased usage statistics for Informe and other databases will determine whether or not the publicity effort has been successful. Committees, task forces and Council will informally evaluate the benefit for coordinated reference project planning & development activities through in-kind time spent in committee meetings & assignments.	Up to $5,000
BLACK GOLD	Children	Provide orientations for library staff in the use of the online Spanish catalog (Spanish OPAC). Offer a workshop on teaching students to use the Internet for homework. Workshops will include best homework Web sites for common curriculum areas and quicker efficient searching for students. Offer a story telling workshop using in-house staff and share via videoconference. Conduct two Children's Services meetings for sharing of ideas, "best reads" and discussion of the individual libraries' Summer Reading Programs.	The Reference Services Committee and the Children's Committee will monitor the impact of the training workshop(s) on the delivery of reference services to target populations. Administrative Council will review the results of the workshops and review of the workshops evaluation summaries.	$2,000
49-99	Geographically isolated; Limited English speaking; English as a second language; Non-English speaking; Residents without computer and internet access	Use the host library collection, LAPL FirstSource, OCLC, online databases and other sources to respond to reference questions referred on behalf of geographically isolated patrons. The System will inform member libraries of Internet training opportunities. Encourage referrals to the non-English language resources available at the host library and the State Library.	Patron satisfaction surveys will measure how well information provided met the patrons' needs. Compare responses of geographically isolated patrons with those of other patrons. Member libraries will monitor use of non-English language materials and ask for assistance as needed.	$20,051

EXHIBIT C

INLAND	Geographically isolated; Institutionalized; Disabled; Children	System staff will: 1) answer questions submitted by members of the underserved groups identified using resources of the Riverside Public Library, UCR, and other ILS & SIRCULS libraries, and on-line resources and referrals; 2) support and provide materials for a coordinated children's summer reading program; and 3) coordinate purchases of incentives and other items useful to library staff to obtain the lowest possible price.	Collect patron and staff evaluations of the Reference Center on a sampling basis.	$35,000
MCLS	Limited/non-English Speaking	MCLS will make necessary referrals to recent System publications, *Directory of Multi-Language Vendors* and *MCLS Director of Language Fluency/Collection*, as well as update/revise as needed in order to provide more effective reference service to the limited and non-English speaking population in the service area. The MCLS Reference Center will provide access to the resources of the International Languages Department collection of LAPL, as well as any relevant multilingual library finding tools, bibliographies, flyers, etc. that are produced by the International Languages staff at LAPL. The MCLS 24/7 Reference Service has a Spanish-language version of the Web-based Ask a Librarian service. Bilingual librarians will handle questions both in real-time and via email from library patrons from Los Angeles and Orange Counties who wish to ask questions in Spanish.	Publications and other services provided by the Reference Center will be surveyed periodically by member libraries using random sampling techniques.	$40,503
	Children	The 2004 Reading Program theme is " Ride a Wild Tale." MCLS will be cooperating with Inland, SLS, and South State systems on the theme. Working with the MCLS Children's Services Committee, the Reading Program Subcommittee, and committees from the other two Systems, MCLS will assist in the coordination of the Reading Program. MCLS will assume responsibility for coordination of communication, location of the Kickoff program, information packets, systemwide publicity, fiscal management, ordering and distribution of materials. One workshop of relevance to the needs of Children's staff at member libraries will be coordinated by MCLS staff and the Children's Services Committee. MCLS Reference Staff will continue to promote use of Reference	Gather statistics at the local & system levels which measure the number of children served by System-sponsored cooperative efforts & by the number of Children's Services librarians attending System-sponsored programs. Use formal evaluations of participants at Children's Services workshops & the Reading Program Kickoff program. Use of MCLS Reference Center by Children's Services staff will	

MCLS (cont'd)		Center by Children's Services Staff. The Reference Hotline will periodically feature articles relevant to the needs of Children's Services librarians in the System. MCLS will continue to publish updated information for the *Southern California Program Resource List*, designed to assist in the location of suitable children's programming activities. Representatives from the Reference Center will address at least one meeting of the MCLS Children's Services Committee to explain the services of the Reference Center, and its benefits to reference staffs in Children's Services.	be informally evaluated by number of children's/school assignment-related questions submitted to Reference Center.	
	Young Adults	MCLS Reference Center will continue to promote use of the Reference Center by Youth Services staff. The Reference Hotline will periodically feature articles relevant to the needs of Youth Services Librarians in the System. MCLS will coordinate at least one workshop/information exchange in conjunction with the MCLS Young Adult Services Committee designed to further the professional skills of staff involved in service to young adults. A young adult component of the Summer Reading Program will be continued in 2004. The theme is "Stampede to Read." The MCLS 24/7 Reference service added a link to Tutor.com to better serve young adults who need help with homework.	Gather statistics at the local & system levels which measure the number of young adults served & by System-sponsored cooperative efforts & by the number of Youth Services librarians attending programs. Formal evaluations by all participants at Youth Services workshops.	
MOBAC	Children & Youth	The MOBAC Reference Committee will put together the annual Hands-On workshop, demonstrating strengths and weaknesses of reference resources used by students for homework. At least one presentation will be given at this workshop that will highlight useful free web sources. The Reference Committee will determine how the databases aimed at children and youth are to be publicized. At least one workshop will be chosen from a list of available contract workshops from Infopeople that will provide instruction on the provision of service to children and/or youth.	Written evaluations will be completed by those attending workshops and training sessions. Usage statistics for the publicized databases will be looked at to determine efficacy of publicity. A site counter will be installed at the new Web site/portal and usage of the site and its links will be monitored.	$1,500
MVLS	Geographically-isolated; Residents without computer access	One full-time reference librarian and 3/5 library technicians will use resources of Sacramento Public Library, CSUS Library, California State Library, MVLS Regional Catalog, RLIN, DIALOG, LAPL FirstSource, OCLC, and the Internet to answer 90% of all reference questions from geographically isolated patrons. Answers will be provided in 10 working days for 70% of the questions from underserved patrons.	Use user satisfaction survey to determine the number of questions referred/answered/unanswered and response time.	$23,500

NORTH BAY	Ethnic minorities: Latinos/Hispanics, Native Americans, Asian Americans, and African-Americans	NBCLS staff will: 1) continue to share collection development information and discuss appropriate topics related to the North Bay's ethnic communities with both the reference and children's services committees; 2) include items of interest on ethnic minorities on the reference and children's Listserv's and the NBC Web page; and 3) support and organize a purchasing project of Spanish language materials by sending one person to the Guadalajara Book Fair. NBCLS will continue to support and organize a purchasing project of Spanish Language materials by sending a candidate to the Guadalajara Book Fair.	Keep workshop attendance & evaluations; keep statistics for attendance at committee meetings. Keep an account of publications distribution for bibliographies, newsletters, updates, etc. Survey patrons & librarians for reference questions answered for the geographically isolated.	$10,000
	Children	NBCLS children's staffs will: 1) continue to explore shared program ideas for summer reading programs; 2) meet two or three times per year to share ideas on programming, collection development and children's and youth services management; 3) use the NBCLS Web page and children's listserv to discuss resources and share ideas related to serving children; and 4) hold workshops or round table discussions as part of the children's services committee meetings.		
	Disabled	NBCLS libraries will share collection information on resource materials to serve the disabled and their caregivers.		
	Geographically-isolated	Questions received from geographically isolated areas of NBC service area will be answered at the NBCLS Reference Center or other outside sources such as Virtual Reference Centers, FirstSource at LAPL or contracted sources such as art and poetry experts.		
NORTH STATE	People with Disabilities	NSCLS will provide member libraries with a list of resources and tips, sponsor a training workshop, publicize Virtual Reference to at least one targeted group, enhance understanding through articles in the regional newsletter and/or use of training videos and other training media, and investigate & distribute information on adaptive technology to the 21 public and academic NSCLS members. NSCLS will publish tips on serving individuals with disabilities in at least two issues of the regional newsletter.	The Reference/ILL/Underserved Committee will survey staff to assess staff learning & awareness. Statistics on numbers of member libraries' staff being trained will be kept. Results of the staff survey will be shared with the members & the affiliate libraries, the Advisory Board, and the Council of Librarians.	$850
PLS	Speakers of limited English or English as a	"How To Reach The Lawmakers" a locally produced list of key government officials will be updated to reflect current appointments &	Monitor the rate of distribution of the "How To Reach The	$2,500

PLS (cont'd)	second language	a translation into Spanish will be updated. Copies of the brochure will be available through member libraries and also posted on PLS Web site. The PLS/SVLS Multicultural Committee will continue to publicize the use of the multilingual brochures "Public Libraries Are For You" in Chinese, English, Farsi, Japanese, Korean, Russian, Spanish, Tagalog and Vietnamese, and will have it posted on both systems' Web sites. Spanish-speaking librarians will provide the Spanish-language assistance through the statewide virtual reference service, 24-7/QandACafe. The multicultural committee will be responsible for the selection of the collections of non-English language material. Two committee members will attend the International Book Fair in Guadalajara.	Lawmakers" brochure. Review circulation statistics for the non-English language collections to determine whether the small, basic collections need to be expanded using either additional system or local funds. A User Satisfaction Survey will be sent to the users of the Spanish-language interface of the virtual reference service to be completed after each interchange. Use of the links provided on the system Web page will be monitored via statistical reports.	
SJVLS	Geographically-isolated -- including citizens who fall into more than 1 category of underserved: 21% economically disadvantaged, 16% limited English /Non-English speaking, 20% functionally illiterate	Questions referred from geographically isolated areas will be answered at the same level of service as those in urban areas. The geographically isolated will have access to system staff, the collections of the Fresno metropolitan area & other large collections in the county. The needs of non-English speaking will be met by using foreign language materials in special collections in Fresno, other system libraries, other state collections & the State Library.	Patron evaluation forms will be sent with each question answered asking if patron's needs were met. Maintain statistical records of time spent on questions. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to the Administrative Council.	$57,046
SANTIAGO	Limited & non-English speaking Children & Youth	SLS reference services will provide materials to questions in appropriate languages & reading levels through a reference contract with MCLS. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use. The Children's Services Committee will: 1) conduct one staff training workshop on services to children, 2) meet at least 6 times to discuss services to children and share ideas; and 3) work with the other systems in Southern California to develop a theme & slogan for the 2005 Children's Reading Program to provide consistent, systemwide encouragement of reading-related activities. The support of local vendors or other public/private partnerships will be utilized in	Via contract with MCLS, provide statistical information on non-English language requests. Provide workshop participants evaluation forms. System staff will prepare a written summary report on the workshop. Provide verbal evaluation of the "Performers' Showcase" & report observations and/or recommendations in the monthly minutes. Verbal comments from children & parents about the	$17,234

SANTIAGO (cont'd)		developing the program, and 4) partner with a local vendor on implementing a winter reading program.	2004 Children's Reading Program will be noted in the minutes of the Children's Services Committee meetings.	
SERRA	Geographically-isolated in rural areas, in and near the Imperial Valley	Serra staff will work with the Serra Reference Committee, the Desert Valley Library/Media Association & Imperial County libraries to develop, present & promote these services. Serra will use local funds to provide centralized ILL service. Communication with rural libraries should be faster with Serra publications and the newsletter in electronic format.	Keep statistics on reference referrals and interlibrary loan requests from rural libraries, & on attendance at training sessions and other programs. Compile evaluations from participants at Serra sponsored activities.	$39,265
SILICON VALLEY	"Emerging Majority" Ethnic Groups	The System will: 1) promote the use of non-English system brochures to underserved client groups in each member local library; 2) update the Spanish-language version of the brochure listing federal, state and county lawmakers who represent Santa Clara County; and 3) update the "Language Resource List" and incorporate it into the Staff Directory which lists the non-English languages spoken by member library staff. The Multicultural Committee from member libraries will participate in an ethnic community festival. SVLS member libraries will be able to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian and receive the answer in Spanish through SVLS's participation in the statewide virtual reference service.	Query library staff members about the usefulness of the training materials & suggestions for additional materials. Evaluate System brochures after their use in the libraries. Send a User Satisfaction Survey to the users of the Spanish-language interface of the virtual reference service.	$1,500
SOUTH STATE	All underserved groups	The MCLS Executive Director, the Steering Committee, Reference librarians, and other appropriate staff members will work together to plan workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) on youth services.	Use written evaluations by workshop attendees.	$2,500

Compilation of 2004/05 System Reference Program Plans of Service
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
BALIS	BALIS shares a reference center with PLS/SVLS. The main Reference Center remains at San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. A branch is maintained at the San Francisco Public Library. Other sources used include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University libraries, and the connection with LAPL and the FirstSource project.	Use tallies, evaluations, surveys, and interviews to determine the degree of use and what difference the service has made to those for whom it is intended. Document the subject nature of referred questions.
BLACK GOLD	Local library staff receives questions and forwards those it cannot answer locally to North Bay 2nd level Reference that has agreed to answer questions from Black Gold member libraries for a fee. The local library staff member cites the sources already checked at the local level. Staff at North Bay completes the question and sends the answer back to the patron via the local library. Research sources include information files, collection of the host public library, FirstSource and online databases, computer databases and Internet access, experts in the field, and collections of area libraries. Black Gold also has arrangements with "Ask Now" Reference from MCLS for patrons' use.	Users of second-level reference are surveyed regarding completeness of answers and satisfaction with the service. The Administrative Council reviews the reference service provided by Black Gold. Monthly reports and an annual compilation of statistics are analyzed.
49-99	Questions will be referred to 49-99 Reference Center via delivery, fax, e-mail and telephone; and answers relayed to patrons. The Reference Center, staffed by a professional reference librarian and an office assistant, will use collections in Stockton--the public, academic, & special libraries--as well as online sources and services of LAPL FirstSource to answer questions referred from member libraries.	Survey a sample of patrons on how well information met their needs. Maintain other data as appropriate.
INLAND	System staff will provide 2nd level reference service to System member libraries and to SIRCULS libraries. Staff will use the collections at the Riverside Public Library, the University of California at Riverside, and other member libraries to obtain information and materials. Use online resources & direct telephone contact. The Reference Center will be available through direct telephone contact using two 800-telephone numbers, one for voice & one for fax communications, electronic mail and via a form on the Inland Library System Web site www.inlandlib.org. Refer questions to outside agencies when appropriate. An office is maintained at UCR to facilitate use of the UCR collections.	Use library staff & patrons evaluations on a sampling basis.
MCLS	Unanswered questions at the local library level may be referred via telephone, fax, e-mail, Web form on the MCLS Web page, or MCLS delivery to the Reference Center, located at LAPL Central. Staff regularly access materials at UCLA, thus giving	System Reference Librarians routinely call local librarians to follow up on particular reference questions to verify satisfaction & completeness of

EXHIBIT D

MCLS (cont'd)	access to their 18 libraries & vast resources. Reference staff will continue to utilize certain special collections of member libraries such as the Glendale-Brand & Long Beach Public Libraries. Special libraries & outside sources are also regularly consulted. Through the 24/7 Reference Project, member libraries have access to art librarians at the Smithsonian Museum of American Art, education experts at the AskERIC clearinghouse located in Syracuse, NY, and the public law libraries of California. The Reference Center provides access to over 300 online databases through DIALOG, OCLC, ORION, MELVYL, the LAPL databases, and the Internet.	answer. The MCLS Reference/Adult Services Committee will monitor the performance of the Reference Center.
MOBAC	MOBAC will contract with BALIS/PLS/SVLS for reference services. The main Reference Center remains at San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. A branch is maintained at the San Francisco Public Library. Staff will use the collections of all the member libraries in all three systems and the information and vertical file collections of the combined reference center in the initial search for the correct answer. Other sources used include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University libraries, and the connection with LAPL and the FirstSource project. Patrons' questions from MOBAC libraries will be sent to the System Reference Center for answers.	Evaluate all activities of the System Reference Center, including provision of various reference services, publications and training programs. A business plan with goals and objectives will be developed that will reflect the goals and objectives of the Strategic Plan. System Reference staff will work with the reference staff of North Bay Cooperative Library System to explore methods and technologies. Library users and AskNow users will be sent evaluations forms.
MVLS	One FTE reference librarian and 3/5 library assistant will use resources of Sacramento Public Library; CSU, Sacramento Library; California State Library; MVLS Regional Library; RLIN; DIALOG; OCLC; and the Internet for question answering.	Use user satisfaction survey to determine number of questions referred/answered/unanswered and response time.
NORTH BAY	System staff will answer questions sent by member library staff using the area reference centers electronic resources, and electronic resources provided by the FirstSource project from LAPL. All library collections with North Bay and in other close by geographical locations will be utilized in helping to answer questions. Other library staff may assist where special skills have been identified both within North Bay and outside. Subject experts both within and outside North Bay will be consulted via phone, fax, email and specialist listservs. NBCLS will share collection development information through discussion at Reference Committee meetings. NBCLS will expand access to resources by participating in a Virtual Reference Center which includes the staffs, collections and other resources of other cooperative reference centers. This will provide a more complete and timely reference service.	Compiled and analyzed statistics on the number of questions referred, answered, not answered, response time & turnaround time, & the type of questions received, answered with local resources, & answered with outside resources. Periodic status reports of pending questions will be sent to member libraries. Members will be surveyed as needed.
NORTH STATE	NSCLS will: 1) utilize Chico State University Library collection to improve the answer ratio & to strengthen networking with academic affiliates; 2) utilize the fax	NSCLS will monitor the contract & expenditures to determine fulfillment of goals & objectives for

NORTH STATE (cont'd)	and email network among the public libraries & academic affiliates to provide answers to some of the questions that cannot be answered readily with the host library resources. Enhance interlibrary reference service by using DIALOG, OCLC's First Search service and LAPL's FirstSource to search a variety of databases. After exhausting local & systemwide resources, refer questions to CLSA System Reference Centers, U.C. Cooperative Extension, Sutro Library, California State Library, & other resource centers.	answer ratio, cost per answer, etc.; monitor reference logs at the Reference Center and member libraries to determine answer ratio, turnaround time for answers, & general performance of the reference program. Monitor user satisfaction by using periodic user satisfaction forms. Share results of monitoring the contract, logs, fax costs, & user survey results with the member & affiliate libraries, Reference/ILL/Underserved Committee, Advisory Board, Council of Librarians, & State Library.
PLS	The operation of the PLS Reference Center together with Silicon Valley (SVLS) and BALIS has increased the ability of all three systems to provide the best possible service to all patrons within the system service areas. The main Reference Center remains at San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. A branch is maintained at the San Francisco Public Library. Staff will use the collections of all the member libraries in all three systems & the information & vertical file collections of the combined reference center in the initial search for the correct answer. Other sources used may include online databases, the Internet, telephone calls, fax transmissions & letters to organizations & government agencies, information files from other systems, Stanford University libraries & the connection with LAPL and the FirstSource project.	Evaluate all activities of the System Reference Center, including provision of various reference services, publications and training programs. A business plan with goals and objectives will be developed that will reflect the goals and objectives of the Strategic Plan. System Reference staff will work with the reference staff of North Bay Cooperative Library System to explore methods and technologies. Library users and AskNow users will be sent evaluations forms.
SJVLS	Maintain the System Reference Center at the Fresno County Library. Questions are referred from member libraries to the Reference Center via a Web-based form, fax, telephone, and e-mail. Reference Center staff will contact libraries and subject experts beyond the region when necessary to answer submitted questions. System Reference Center will use the resources of the "FirstSource" system to access databases at LAPL, the OCLC First Search Service, and the Dialog online database service. Encourage orientation visits for the staff of member libraries.	Use patron satisfaction forms based on the Statewide Reference Performance Measures Project & provide detailed statistical analyses of data gathered. The SAB will comment on the importance and benefit of the service to the community. The System Reference Committee will monitor the service and benefits and advise and make recommendations to council.
SANTIAGO	SLS will contract with MCLS for Reference service. Contract terms & monitoring provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment is provided by System staff and the SLS Reference Committee.	Selected SLS patrons and librarians will be provided a questionnaire from MCLS's Reference Center, asking for input on the completeness, timeliness and sufficiency of answers provided. MCLS will review completed questionnaires before forwarding to SLS for Reference Committee review.

SERRA	Serra Research Center staff use the library resources at San Diego Public Library, University of California San Diego, & San Diego State University. Refer questions to the State Library and other CLSA systems as necessary. Research Center staff will use the expanded services available such as online databases, indexes, and document delivery from the FirstSource Project for statewide reference centers at LAPL. The Research Center subscribes to the OCLC online databases and also searches extensively on the Internet.	Use statistical reports and patron satisfaction questionnaire.
SILICON VALLEY	System staff will be primarily responsible for performing the activities necessary to achieve performance objectives & to coordinate efforts with local member libraries' reference staff to insure the highest possible fulfillment in the shortest amount of time, & in the most cost efficient manner. The operation of the Reference Center together with PLS and BALIS has increased the ability of the systems to provide the best possible service to all patrons within the system service areas. The main Reference Center remains at San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. A branch is maintained at San Francisco Public Library. Staff will use the collections of all the member libraries in all three systems and the information and vertical file collections of the combined reference center. Other sources include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University library, and the connection with LAPL and the FirstSource project.	Gathered information through various means including tallies, evaluations, surveys, and interviews. Staff will document the subject nature of referred questions.
SOUTH STATE	SSCLS will contract with MCLS for interlibrary reference service. MCLS will use telecommunications, electronic databases, the Internet, and the collections of the multitype libraries in the region to provide the service. Contract terms and monitoring will provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment will be provided by the SSCLS Steering Committee.	The MCLS Reference Center will provide monthly and quarterly statistical records on the questions asked and conduct periodic patron and librarian satisfaction surveys.

2004/05 Workload Estimates
By Program

System	Reference			Communications & Delivery		System Advisory Board			
	Total Questions	Training Events	Number of Staff Trained	Total Messages Transmitted	Total Items Delivered	Number of Members	Number of SAB Meetings	Other Meetings/ Events	Total Miles
BALIS	785	6	275	4,597	37,600	8	6	6	1,000
BLACK GOLD	250	8	200	407,775	818,850	5	2	4	650
49-99	500	5	30	28,000	395,000	3	4	4	320
INLAND	1,565	2	60	NA	116,600	5	1	0	0
MCLS	2,652	40	800	468,115	65,050	27	2	20	3,000
MOBAC	175	3	200	2,637	115,500	4	4	2	200
MVLS	300	3	80	30,000	218,250	14	2	4	1,000
NORTH BAY	900	3	110	49,200	2,755,000	5	1	1	600
NORTH STATE	460	3	60	23,495	487,069	11	4	15	5,650
PLS	505	6	275	283,200	1,653,000	9	5	NA	1,800
SJVLS	450	0	30	447,550	341,950	9	3	3	2,385
SANTIAGO	300	4	85	121,098	13,000	7	1	2	200
SERRA	1,110	1	30	24,950	158,020	8	6	6	2,500
SVLS	550	6	250	18,500	30,000	2	1	1	400
SOUTH STATE	135	4	200	4,400	1,210	5	1	2	500
TOTAL	10,637	94	2,685	1,913,517	7,206,099	122	43	70	20,205

NA - Not Available

Doc. 7264v1

EXHIBIT E

SYSTEM REFERENCE PROGRAM WORKLOAD HISTORY*

SYSTEM	Actual Reference Questions										Estimated Reference Questions	
	93/94	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05
BALIS	1,818	1,557	1,249	918	1,450	813	551	499	450	569	885	785
BLACK GOLD	1,785	1,088	913	941	1,050	632	599	490	269	295	300	250
49-99	849	798	826	813	900	605	531	418	410	412	500	500
INLAND	2,674	1,839	1,343	1,484	1,610	1,229	1,476	1,759	2,354	1,800	1,300	1,565
MCLS	6,202	6,005	5,003	5,372	6,925	4,152	3,226	2,947	3,169	2,867	2,125	2,652
MOBAC	949	994	817	660	666	318	58	106	97	141	175	175
MVLS	1,023	989	828	621	900	425	409	430	440	283	450	300
NORTH BAY	1,286	1,481	1,326	1,737	1,787	1,024	1,015	849	931	881	900	900
NORTH STATE	906	1,091	1,151	1,205	1,296	854	714	639	372	432	520	460
PLS	498	613	1,501	619	864	331	369	338	326	353	505	505
SJVLS	2,656	3,056	2,817	2,187	3,065	1,290	1,245	1,213	603	703	600	450
SANTIAGO	494	550	462	558	477	503	397	371	295	248	500	300
SERRA	1,568	1,598	1,477	1,297	1,400	1,282	1,248	1,020	908	1,203	1,000	1,110
SVLS	712	1,247	1,501	537	1,075	365	235	306	295	535	640	550
SOUTH STATE	186	260	279	203	512	133	143	157	157	133	135	135
TOTAL	23,606	23,166	21,493	19,152	23,977	13,956	12,216	11,542	11,076	10,855	10,535	10,637

*10 year history

Doc. 5103

EXHIBIT F

SYSTEM DEMOGRAPHICS

Statistics taken from 2004/05 System Plans of Service and are Derived from a Combination of Federal, State County, and Municipal Sources.

	BALIS	BLACK GOLD	49-99	INLAND	MCLS	MOBAC	MVLS	NO. BAY	NO. STATE	PLS	SJVLS	SANTI-AGO	SERRA	SILICON VALLEY	SO. STATE	Total Population All Systems	
Total Population	**3,102**	**1,483**	**1,492**	**3,733**	**6,348**	**732**	**2,249**	**1,516**	**733**	**717**	**2,215**	**2,303**	**3,143**	**1,730**	**3,936**	**35,432**	
Underserved Population																	
Children &YouthChildren &Youth																	
Under 5	6%	7%	8%	8%	7%	7%	7%	5%	7%	6%	8%	7%	7%	7%	8%	2,560	7%
5 to 9	6%	8%	9%	9%	8%	8%	8%	7%	7%	7%	9%	8%	8%	7%	9%	2,827	8%
10 to 14	6%	8%	9%	9%	7%	7%	8%	7%	7%	6%	9%	7%	7%	6%	9%	2,675	8%
15 to 19	6%	8%	8%	8%	7%	8%	8%	7%	7%	6%	8%	6%	7%	6%	8%	2,510	7%
Aged 65+	11%	13%	11%	11%	10%	10%	12%	13%	20%	12%	10%	10%	11%	9%	9%	3,771	11%
Ethnicity																	
Black	10%	2%	4%	13%	9%	2.5%	7%	9%	1%	4%	5%	2%	6%	3%	10%	2,559	7%
Hispanic	16%	31%	30%	38%	41%	39%	16%	18%	10%	22%	43%	25%	29%	23%	50%	11,303	32%
Asian	20%	5%	7%	7%	12%	5%	10%	6%	2%	20%	5%	15%	9%	25%	11%	3,917	11%
Native American	0.6%	1%	1%	2%	0.7%	1%	2%	2%	3%	0.4%	1%	0.6%	1%	0.7%	1%	395	1%
Other	58%	62%	NA	NA	0.3%	67%	NA	0.3%	NA	65%	4%	0.3%	0.5%	57%	0.3%	4,787	14%
Limited English Speaking	32%	30%	20%	15%	10%	NA	16%	9%	2%	19%	11%	7%	35%	41%	9%	6,106	17%
Non-English Speaking	2%	*	8%	7%	5%	6%	4%	1%	*	2%	5%	3%	2%	2%	5%	1,393	4%
Functionally Illiterate	23%	8%	25%	22%	10%	22%	19%	NA	15%	19%	20%	5%	19%	19%	10%	5,350	15%
Institutionalized	0.3%	2%	1%	2%	0.8%	0.2%	1%	0.7%	0.03%	1%	3%	0.5%	1%	0.2%	0.8%	349	1%
Shut-in	NA	5%	5%	0.2%	9%	NA	4%	NA	NA	NA	7%	6%	2%	NA	9%	1,486	4%
Handicapped	24%	16%	20%	14%	10%	16%	20%	18%	39%	16%	19%	7%	17%	15%	14%	5,566	16%
Economically Disadvantaged	10%	13%	17%	15%	18%	12%	9%	10%	18%	6%	21%	9%	13%	7%	16%	4,819	14%
Geographically Isolated	NA	8%	34%	25%	0%	35%	16%	36%	54%	NA	43%	0%	4%	NA	0%	4,142	12%

All #'s in Thousands
NA - Data Not Available
Note: Percentages in the underserved categories do not necessarily represent 100% of the total population since the population can be represented in more than one category.
Doc. 7272

EXHIBIT G

Summary of Improvements of Local Reference Services - FY 2002/03
(California Administrative Code Section 20155)
CLSA System Program Annual Reports

System	Performance Objectives	Achievement of Performance Objectives
BALIS	a. Three BALIS-wide library service committees will meet bi-monthly or quarterly to discuss service issues of mutual concern and to plan for cooperative activities, products, and workshops. Two BALIS-wide forums will meet as many as four times a year to focus discussion on service issues of mutual concern.	a. Objective met.
	b. The Reference Center will continue to be located in two locations. The primary location is in the San Jose Public Library with a branch location in the San Francisco Public Library. Reference Center staff will continue to provide orientation to local librarians through personal appearances, tours, demonstrations, memos and articles in the newsletter, SEARCH.	b. Objective met.
	c. The BALIS Reference Committee will explore ways, with PLS and SVLS Reference Committees, to expand reference services and resources. The BALIS Reference Committee will communicate regularly with the SVLS and PLS Reference Committees through the exchange of committee minutes. They will also invite librarians from the other systems to attend the workshops and programs where reference services, especially those related to electronic resources, will be discussed or demonstrated. They will participate, together with the other systems, in the review, evaluation and recommendation of electronic information sources for consortium purchases. Local librarians will receive SEARCH, the BALIS/SVLS/PLS newsletter, and be encouraged to contribute articles and news to it.	c. Objective met. Committee minutes were shared among the committees, and workshop flyers were distributed throughout the three systems. The BALIS Reference Committee sponsored a Vendor Day in November 2002, where database vendors showcased their products, which was attended by representatives from PLS and SVLS.
	d. The Reference Committee will review, evaluate and recommend electronic information sources for the BALIS consortium.	d. Objective met. Information about reference-related Web sites was shared at the committee meeting. Owing to the economic climate, few new databases were able to be added to any member library's collection.
	e. The Reference Committee will identify staff training needs in the reference area and encourage and support staff participation in Effective Reference Performance (ERP) training.	e. Objective not met. The source for funding for these popular workshops has been the Golden Gateway Library Network, formerly Region II of the Library of California. This entity suffered a great

EXHIBIT H

BALIS (cont'd)		reduction in funding for FY 2002-03 and was unable to support reference interview training. Alternatives are being sought.
	f. The Reference staff from the BALIS libraries will participate in the System Reference Center's listserv, which will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.	f. Objective met.
	g. At their by-monthly meetings, the Reference Committee will schedule forum discussions to address specific topics of interest and concern to reference staff. Other expert staff may attend.	g. Objective met. Forum discussions on Reference-related topics were scheduled during each Reference Committee meeting.
	h. The Reference Committee will encourage participation of individual libraries in the QandAcafe, our new virtual reference desk service.	h. Objective met. QandAcafe merged with 24/7 to become a statewide virtual reference service as of October 1, 2002. Training was offered on an ongoing basis, and 50 BALIS staff librarians worked on the project during FY 2002-03.

BLACK GOLD	a. Develop a training plan to improve staff competencies.	a. Objective met. The Black Gold Training Task Force was approved March 28, 2002 by Council to organize and develop a training work plan for FY 2002/03. The Task Force utilized the Black Gold committees' survey summary (covering training topics as level of training, number of sessions/duration, day/time/length of training and method of training) as a guide in developing the training work plan. In July 2002, a proposed FY 2002-03 Training Plan was presented to Council and approved.
	b. Provide hands-on and lecture/demonstration training to increase skilled use of software and services.	b. Objective met. Pat Wagner's Practical Communication: The Fundamentals for Success in the Real Workplace was presented in two locations. The 68 attendees learned how to improve productivity and build better workplace relationships. 85% of the evaluations rated this as excellent and 15% as good. The comments were all very positive. Pat Wagner's Conflict Management for Consenting Adults was presented in two locations. The 51 attendees learned how to successfully resolve conflicts. 84% of the evaluations rated this as excellent and 16 % as good. The comments were all very positive. In December 2002, training voucher allotments were distributed to the libraries by the Pro-Rata formula. The libraries and staff selected the Infopeople workshops that best met their needs.
	c. Initiate contractual arrangement for question handling for second-level reference.	c. Objective met. Black Gold entered into an agreement with North Bay Cooperative Library System for 2nd Level Reference Service for Black Gold member libraries. Staff received a manual with the new procedures, names and call numbers needed for this service. The Black Gold Request Form was distributed to all libraries. 93.22% of questions were answered within 10 days. The number of questions received and answered this year is consistent with previous years.
	d. Coordinate with the Golden Gateway Library Network to increase knowledge of regional resources for the improvement of local reference service.	d. Golden Gateway Library Network sponsored an Infopeople videoconferencing workshop titled, *Reference Interview: Asking All the Right Questions*. The instructor was Carol Leita. It was offered in three locations. Participants learned how to improve their reference interactions and gained skills that could be used immediately on the job. The responses from the evaluations were "good" by all the attendees.
49/99	a. 100% of System member public libraries will refer reference requests to the System Reference Center and relay the responses to their patrons.	a. Objective met. All System member public libraries referred requests.

49/99 (cont"d)	b. Reference staff of five System member public libraries will participate in training sessions to improve their ability to provide reference services to their patrons.	b. Objective met. Staff from one member public library, and three affiliate libraries attended two separate orientation sessions at System headquarters. Topics covered included policies and procedures for referring questions to the System Reference Center and procedures for requesting and circulating Bi-Folkal kits and the status of the Library of California and Sierra Valley Library Network. 58 staff members from 6 member public and 2 affiliate libraries participated in reference interview workshops in Fall 2002 via videoconference and in-person training. The 49/99 System co-sponsored two workshops "Customer Service in the Digital Age" with Karen Hyman in March 2003 where 57 staff member & affiliate libraries attended. Staff from 6 member public library, and 3 affiliate libraries attended 2 separate orientation sessions at system headquarters. Topics covered included policies and procedures for referring questions to the System reference Center, procedures for requesting and circulating Bi-Folkal kits and the status of the Library of California and Sierra Valley Library Network. In Spring 2003, 49-99 and member libraries began working with the 24/7 Reference project to facilitate delivery in this area. Two training sessions were held in June 2003, one for reference librarians and one for supervisors. 5 member libraries plus 49-99 Reference Center staff will support the provision of staff to this service so patrons of all 7 member public and 6 affiliate libraries can access 24/7 Reference. In addition, System staff provided ongoing training in reference question answering and referral through responses to reference queries sent to the System Reference Center. System headquarters also made available the CORE Reference Correspondence Course and training videos on answering reference questions. System staff helped to publicize InfoPeople training sessions among member libraries. Several libraries regularly send staff to these sessions. The System will look for future opportunities to provide additional InFoPeople and videoconference workshops within the region.
INLAND	a. The Reference staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections.	a. Objective met. The reference staff provided consultation services to member libraries. In addition, the System coordinated and presented successful training sessions. Nine 3-day sessions of the *Effective Reference Performance* course was held and 154 students completed the course. It was done in coordination with Tierra del Sol Regional

INLAND (cont'd)	b. Reference staff will be available to provide instruction and encouragement to the staff of member libraries in the use of the Internet as a reference tool.	Library Network. The *Book Repair Workshop* was attended by 27 people from 17 library sites, and the *Genealogy Resources on the Internet* was attended by 20 people. b. Objective met. The System sponsored meetings of the Children's Services Committee, Adult Readers and Information Services Committee, and the Literacy Committee. 4 issues of the *Inland Messenger* was published and distributed to all Inland and SIRCULS libraries.
MCLS	a. MCLS will coordinate all workshops, information exchanges and guest/host programs as planned by individual MCLS Committees. 20 issues of the *Reference Hotline* will be distributed to all MCLS & SLS libraries, all MCLS Associate Members, all System Reference Centers, and members of the LoC Board. The *Hotline* will be mounted on the MCLS Web site. The *Guide to Government Officials* will be updated and mounted on the MCLS Web site.	a. Primary objectives met. In total, the System and its committees sponsored 35 continuing education programs. 15 additional structured exchanges were sponsored by the System. These structured exchanges are planned to include broad participation, exchange of handbooks, policies, documents and written documentation, and are considered one of the most useful of the committee activities. The MCLS Reference/Adult Services Committee had two structured exchanges: 1) Negotiating Vendor Discounts; and 2) Vendor Demonstrations. The MCLS Children's Services Committee had four structured exchanges: 1) Resource Directory; 2) Performer Evaluation; 3) LAPL Performers Showcase; and 4) School/Public Library Cooperation. The MCLS Audio-Visual Committee had four structured exchanges: 1) Fines and Fees; 2) CD Repair Equipment; 3) ILL of AV Materials; and 4) Collection Development of DVD's and Videos. The Circulation Committee has two structured exchanges: 1) Techniques to Handle Difficult Employees; and 2) Best Equipment and Facilities for Circ. The MCLS Young Adult Committee had three structured exchanges: 1) Light Reading for Summer; 2) YA Performers Book and Directory of Performers; and 3) YA Grant Programming. Eleven issues of the *Reference Hotline* were distributed by email to member libraries, to other System Reference Centers in the state, and to the Library of California Board. The Hotline is also mounted on the MCLS Web site. A revision of a 1995 SCAN publication, *Guide to Government Officials,* was updated by the MCLS Reference Center and published

MCLS (cont'd)		on the MCLS Web site, thus making it available to any library in the State. One reference aid, 2002 *Tax Packet*, was produced.
	b. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral.	b. Objective met. The Reference Center continues to encourage member libraries to use both the MCLS Web site and the Reference Center email to refer questions.
	c. MCLS will continue to provide Internet training sessions for member library staff. Two types of Internet classes will be offered by the Reference Center: a beginning class titled "Using the Internet as a Reference Tool," and a series of subject specific classes. The MCLS Reference Center conducted over 35 Internet classes for member library staff during 2001/02 and will continue to offer classes throughout FY 2002/03. The materials for the Internet classes are posted on the MCLS Web site, so that staff who are unable to attend can access the materials through the Internet. In addition, MCLS will contract with InfoPeople to bring additional continuing education opportunities to its members.	c. Objective met. The MCLS Reference Center continues to offer the Wednesday Web Workshop series, covering a variety of topics. In FY 2002/03, 16 separate Wednesday Web classes were offered on 15 topics. Additional classes will be offered on new topics during FY 2003/04.
MOBAC	a. At least one reference workshop, the annual Hands-On, will be held in FY 2001/02, attended by at least 75 reference staff from all member libraries and school libraries in the region.	a. Objective met.
	b. The Reference Committee will schedule at least six meetings, rotating among member libraries.	b. Objective met. The committee met eight times.
	c. The MOBAC Union List of Periodicals (MOBACULP) will be updated, produced, and distributed to all MOBAC members.	c. Objective met.
	d. Reference resources and union lists will continue to be updated.	d. Objective met. The list of resources is posted on the MOBAC Intranet.
	e. The Reference committee will continue to identify and evaluate electronic resources for possible system purchase.	e. Objective met. FirstSearch searches continue to be valuable and were renewed. MOBAC public libraries continue to subscribe to a package from Gale databases including: One File, Biography Resource Center, Health Resource Center, Business Resource Center, Literature Resource Center, Student Resource Center and Kids' InfoBits. Academic libraries renewed their subscription to Cumbre, an online Spanish-language encyclopedia.
	f. MOBAC will sponsor and partially subsidize InfoPeople workshops for	f. Objective met. Two InfoPeople workshops were partially subsidized.

MOBAC (con't)	staff of member libraries. g. Various MOBAC member libraries will participate in the QandAcafe, the new live, online reference service that is a project of the Golden Gateway Library Network.	 g. Objective met. Training on providing virtual reference services was given to staff members from Monterey County and City and County of Santa Cruz. Five MOBAC librarians worked on this project during 2002-03.
MVLS	a. The Reference Committee and System staff will develop a multi-year training plan as follows: 1. Survey member library staff to determine training needs. 2. Make an inventory of available local reference training and publicize it, maintaining a calendar of training events. 3. Decide what topics to cover in a given year and establish a cycle of recurring workshops as needed. In 2002/03, MVLS will offer programs on Virtual Reference services, California census information, and the Librarian's Index to the Internet. 4. Establish and publicize any prerequisites for workshop attendance. 5. Evaluate completed workshops in order to refine the training plan. 6. Offer workshops free or at low cost when they can be provided with local resources, but on a cost recovery basis when presenters have to be paid, or sites or equipment have to be rented. Coordination with neighboring systems and with presentations of the Children's Committee is encouraged. 7. Explore any advances in technology which might aid in the training sessions. b. Coordinate shared subscriptions to reference databases.	a. Training plan: 1. Objective met. 2. Objective met. 3. Objective partially met. Two sessions of Virtual Reference training were given and a workshop on the Librarian's Index to the Internet was presented. The committee decided they did not need the census workshop at this time. 4. Objective met. 5. Objective met. Workshop surveys indicated a 91% satisfaction rate. The surveys indicated that too much demos and not enough hands-on was offered. 6. Objective met. MVLS co-sponsored two workshops with Infopeople and the Sierra Nevada Chapter of the Special Libraries Association on *Licensing Electronic Resources* and *Copyright Clarified for Librarians.* 7. Objective met. b. Objective met. MVLS provided subscriptions to regional newspapers on NewsBank when the Sierra Valley Library Network decided to end its participation. Staff promoted the use of NewsBank by drafting bookmarks and training staff at 5 sessions in member libraries.
NORTH BAY	a. NBCLS staff will tailor reference training workshops to meet the specific needs of individual member libraries and present these on site as appropriate.	a. Objective met. At least 7 workshops of various subjects were held.

NORTH BAY (cont'd)	b. NBCLS staff will coordinate reference and/or multicultural workshops for all members on appropriate subjects. These could include arranging for InfoPeople, OCLC, Staff Development, ERP, online database, virtual reference, government (such as census), or any other such workshops to be held in the NBC region.	b. Objective met.
	c. NBCLS reference staff will provide one-on-one brush-up training for individual member librarians for online databases at system headquarters.	c. Objective met. One librarian received brush-up training.
	d. Member librarians will again be invited to spend a day at the NBC Reference Center, observing and learning about reference tools available at the host library. As time allows, reference staff will visit local reference committees to discuss and promote reference service.	d. Objective met. NBC staff attended at least two local reference committee meetings to promote reference services. At least two librarians came to observe reference tools.
	e. NBCLS staff will keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development.	e. Objective met.
	f. Three System-wide committees will meet quarterly, 3 times annually, or semi-annually, to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.	f. Objective met.
	g. The following publications will be produced or revised: 1. NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries. 2. NBCLS staff will publish on the web page a monthly calendar of meetings and training events. Paper copies of the calendar will be distributed as needed. 3. The following Union Lists will be considered for revision as needed: - NBCLS Directory of Reference Librarians - NBCLS Union List of Periodicals - NBCLS Union List of Depository Federal Documents 4. NBCLS staff will update the following handbooks and manuals as needed: - NBCLS Interlibrary Loan Manual - NBCLS Reference Manual - NBCLS Directory of Member Libraries - NBCLS Staff Foreign Language Skills Resource List	g. 1. Objective met. Items of interest are posted to the appropriate NBCLS ListServ. 2. Objective met. 3. Objective met. Directory of reference librarians on committee was updated. 4. Objective in process. Reference manual in process of being updated. Directory of member libraries is now posted on our Web site.

NORTH BAY (cont'd)	- NBCLS Super Search/URSA User's Manual 5. The products noted above will be made available in electronic form via Web site and/or listserv.	5. Objective met. Several are being converted to electronic format.
NORTH STATE	a. At least one general reference workshop for member library reference staff to enhance skills and knowledge of reference sources will be held. b. Correspondence courses and completion certificates will continue to be provided to member library reference staff and other public service personnel, and relevant videos on reference issues will be viewed by staff in member libraries. c. The Reference Coordinator will continue to provide a quarterly list of NSCLS Reference Center new print acquisitions.	a. Objective met. Two workshops given by Karen Schneider on how to maximize use of Librarians' Index to the Internet. 39 people attended. An Interlibrary Loan workshop was held with 13 attendees. Twenty librarians participated in the videoconference "Safeguarding our Patrons' Privacy." b. Objective met. One person completed the C.O.R.E. Reference course in 2002-03. Twenty-two videos from the System's Library Education Collection were viewed during the year. c. Objective met.
PENINSULA	a. There will be opportunity for professional and para-professional staff members to attend the Effective Reference Performance training which was developed by Transform Inc. The Reference Committee will work with their neighboring systems to determine the dates for this training. It is one of the goals of the Council-adopted local library reference standards to have all staff, who work on the reference desk, be trained in the Effective Reference Performance model reference behaviors. b. The Reference Committee will meet bi-monthly, January, March, May, July, September, November to exchange information, recommend acquisitions, discuss shared problems & promote reference cooperation. c. The directory of local service resources called Inforama (recycling centers, clubs, appraisers, etc.) which is available both online & in print will be updated on a regular basis & expanded to include resources in other area counties. This file is now accessible through the WWW on the PLS Homepage, www.plsinfo.org. d. The Reference Committee will evaluate & select a limited number of appropriate reference sources for System reference purchases. These will be housed in individual libraries and in the System Reference Center for purposes of experimentation & collection augmentation. Access to subscriptions to selected online services will also be provided through System subscriptions. In addition to a standard periodical	a. Objective not met. The source for funding for these popular workshops has been the Golden Gateway Library Network, formerly Region II of the Library of California. This entity suffered a great reduction in funding for FY 2002-03 and was unable to support reference interview training. Alternatives are being sought. b. Objective met. c. Objective met. Inforama has now been integrated into the Community Information Project's database as a whole. It is available on the Web at http://cip.plsinfo.org/. The information formerly distributed separately as Inforama continues to be updated, and sites in San Mateo and nearby counties are being added on an ongoing basis. d. Objective met.

PENINSULA (cont'd)	database, there are also current subscription to StatUSA from the U.S. Department of Commerce and the RAND California database. Some reference funds are also used for the purchase of the Schoolwise Press database which evaluates local school districts. Demonstration of use will be provided.	
	e. The Reference Committee will continue to work with the PLS Catalog Standards Committee to make the catalog more accessible to the public.	e. Objective met. Changes are made as necessary.
	f. Staff from the System Reference Center and from member libraries will work on the new, live, online reference service call QandAcafe. Patrons from participating libraries will be able to post questions to the Web site and receive answers back, generally within 10 minutes.	f. Objective met. QandAcafe merged with 24/7 to become a statewide virtual reference service as of October 1, 2002. Training is offered on an ongoing basis, and 24 PLS staff librarians worked on the project during FY 2002-03.
	g. Staff of the System Reference Center will continue to participate as one of the pilot members of the Library of Congress' Question Point (originally Collaborative Digital Reference Service) project, which is developing a means to answer patron inquiries worldwide using a 24/7 international model.	g. Objective met. Questions are being referred to and received from the Question Point project.
SJVLS	a. Staff of local libraries will receive training in reference tools and methods to enable them to answer the public's questions and quickly and be able to refer questions effectively when necessary.	a. Objective met. The Correspondence Course was taken by 7 staff. 16 were trained in Effective Reference Performance. In addition, training was provided to SJVLS and Heartland members which included 6 sessions of Infotrac attended by 59 people, 4 sessions on FirstSearch attended by 36 people and orientation to the services provided by SJVLS attended by 73 people.
	b. Local collections will be improved so patrons can receive answers at their local libraries without need to refer them.	b. Objective met. The SJVLS Web site provides links to tools developed to aid local libraries Web-based access to materials from the vertical files of SJVLS.
	c. Local library staff members' knowledge of area resources will be developed so they can effectively use local resources to answer questions from patrons, and so they can accurately refer patrons to the best resources to answer the patrons' needs.	c. Objectives met. News & Clues has begun a new feature highlighting area resources in the SJVLS region and staff librarians contribute articles on current trends and use of reference sources. The SJVLS Web site also now hosts the periodicals list of the Fresno area medical libraries and includes a link to the Heartland Virtual Catalog.
	d. System resources will be used to help develop and test innovative reference approaches that can be used in local libraries.	d. Objective met. Discussion was begun in Reference Committee on provision of chat-based reference. One SJVLS member has begun using chat-based reference and other members are planning its implementation.
	e. User evaluations of answers received at member libraries will judge that the answers they are given meet their needs 90% or more of the time.	e. Objective met.
SANTIAGO	a. SLS will contract with MCLS for interlibrary reference, with MCLS	a. Objective met.

SANTIAGO (cont'd)	performance to be monitored by the SLS Reference Committee and System staff.	
	b. SLS will sponsor at least one continuing education program, which will be attended by a minimum of 20 staff (professional and non-professional): - The workshop will be developed by SLS Reference Committee. - SLS will support staff development by sending member library staff to MCLS, CLSA Systems, California State Library and other library related workshops.	b. Objective met. The Reference Committee sponsored "Where's the Money and How to Find It." Twenty-three staff attended. SLS staff attended MCLS and try-system workshops as well as PLA and CLA with system support. Continuing a series of customer service workshops conducted last year, SLS sponsored 2 staff development workshops in 2002/03. A total of 93 attended.
	c. The SLS Reference Committee will meet 6 times per year to discuss topics of current interest in SLS libraries. The SLS Reference Committee and SLS member libraries will explore participation in cooperative reference projects with other Systems and attend other System reference meetings when possible.	c. Objective met. The System and staff committee sponsored five continuing education programs at their staff meetings where information on a variety of current topics was shared. Working with two other CLSA systems and three universities, SLS sponsored 4 tri-system workshops, "Patriot Act," "Reference Services: Virtual, Digital, and In-Library" part I & II, "Meeting the Media with Arch Lustberg". Working with MCLS, SLS sponsored two workshops funded by LSTA Young Adults Programs Grant "Teen Programming for the Monetarily Challenged" and "What's New Since Spring in YA Literature?"
SERRA	a. At least 2 workshops on some aspect of reference will be offered to local library employees. Other training opportunities on basic reference and online searching skills will be scheduled as needed.	a. Objective met. Serra and San Diego Public Library sponsored a broadcast of the video conference *Safeguarding Our Patron's Privacy: What every Librarian Needs to Know About the USA Patriot Act*. 32 people attended. The Children's Committee used a grant from the SAB for a Propshop Workshop. 88 people attended. The Reference Committee did not sponsor a workshop. Instead, the Committee developed a workshop on reference basics.
	b. System staff will compile & distribute at least twelve issues of the System's publication "Answers" to provide access to local information & will maintain a ready reference file for on-call questions.	b. Objective met. Twelve issues of the publication "Answers" was distributed to over 115 locations. Staff maintained a ready reference file for on-call questions. "Answers" will be posted on Serra's Web site, with monthly updates.
	c. Staff will be available five days per week to provide consultation on local libraries' questions.	c. Objective met.
	d. Effective Reference Performance Workshops on basic Reference will be made available to libraries in San Diego and Imperial Counties by the Tierra del Sol Library Network.	d. Objective met. Tierra del Sol's staff administered and scheduled the workshops. Serra staff handled on-site logistics and acted as trainer and/or teaching assistant in the San Diego area sessions. Five series of the three-day Effective Reference Performance workshops were presented. A total of 105 people attended.
	e. Serra will help provide a minimum of a Fall and Spring workshop for the Reference Committee. A session of Census 2000 will be presented in the Fall of 2002.	e. Objective met. See a. and d. above. The Reference Committee did not sponsor any workshops. Rather a subcommittee designed and wrote an in-service training module "Reference Sources: Just the Basics" for paraprofessional library staff who need a half day course to familiarize

SERRA (cont'd)		them with the workings of Ready Reference sources. Serra's Ethnic Services Committee's Non-English Language Book Fair featured 17 vendors and more than 70 librarians and teachers. Serra assisted the San Diego County Public Law Library with the library's LSTA training grant. "Linking Up With the Law Library" was developed for staff and 16 classes were presented. "Law at Your Library" for users of public libraries was presented 15 times. Serra participates in a disaster response network for libraries in San Diego and Imperial Counties. Serra continues to publish an electronic newsletter. It is posted on Serra's web site and distributed via email to 35-40 people.
	f. Serra's Reference Center will use its Web site to distribute information on resources, training opportunities and other news of interest. Member libraries will have the ability to transmit reference requests and receive answers electronically.	f. Objective met. A new online resource, the Union List of Databases in member libraries, was compiled by Serra Reference Committee and mounted on Serra's Web site. It contains 164 holdings records for over 80 titles. At least 80% of Serra questions are submitted electronically. The online 24/7 reference project sponsored by the Tierra del Sol Network remains active.
SILICON VALLEY	a. All of the children's coordinators will attend a retreat where the topic will be core competencies for children's librarians. Discussion will take place on such topics as: 1) Existing competency models, eg "Competencies for Librarians Serving Children in Public Libraries" (ALA, Association for Library Service to Children); 2) Competency models currently used in member libraries; 3) Competencies for staff supporting children's services; 4) The role of other library staff as children's service providers; and 5) Adoption of a SVLS model of core competencies for children's librarians.	a. Objective met. The retreat on core competencies for children's librarians was held on November 8, 2003 with guest speaker Virginia Walter from UCLA. It was informative and worthwhile. SVLS-wide competencies are an ongoing goal.
	b. Based on need, develop and/or update union lists/reference tools and, where appropriate, do this in cooperation with the reference committee of another cooperative system.	b. Objective met. The union list of online databases has been updated. An automation survey will be updated on an ongoing basis.
	c. Four issues of the SVLS System newsletter, SEARCH, will be produced & distributed to staff of member libraries. The newsletter will include member library contributions of news articles pertaining to new reference sources, local library resources, & local library activities of interest to the other member libraries. The newsletter will also contain articles supplied by the PLS, BALIS and MOBAC member libraries thus extending the range & dimensions of the newsletter articles.	c. Objective met.
	d. The minutes of the meetings of the PLS and BALIS Reference Committees will be distributed to the SVLS Reference Committee with the aim of sharing information about all libraries in the three Systems. Minutes are now shared on e-mail listservs. The Multicultural Committees SVLS and PLS will work together as a joint committee for a mutually supportive working relationship and mission.	d. Objective met.
	e. There will be at least 2 Effective Reference Performance training session held in FY 2002/03 and the Reference Committee will continue to encourage and support the use of "model reference behaviors" by all	e. Objective not met. The source for funding for these popular workshops has been the Golden Gateway Library Network, formerly Region II of the Library of California. This entity suffered a great

SILICON VALLEY (cont'd)	trained staff.	reduction in funding for FY 2002-03 and was unable to support reference interview training. Alternatives are being sought.
	f. Santa Clara County clubs and organizations will continue to be added to the Inforama Directory which covers San Mateo and Santa Clara counties.	f. Objective met. Inforama has now been integrated into the Peninsula Library System's Community Information Project's database as a whole.
	g. The committee will offer staff training, encourage use, and solicit suggestions for revising Librarycat.org, the SVLS shared library catalog.	g. Objective met.
	h. The development of the Linked Catalogs project, which will allow Silicon Valley libraries to access each others catalogs using Z39.50 technology, will provide enhanced access to each others collections.	h. Objective met.
	i. The Reference staffs from the SVLS libraries will participate in the System Reference Center's listserv, which will be used for sharing problems/solutions and information among SVLS/PLS/BALIS/MOBAC member libraries. Started in late FY 1998/99, the Reference listserv has become an important part of communication throughout the systems.	i. Objective met.
	j. Member library staff will be active participants in the QandAcafe, the new live online reference service which utilizes the Internet to bring a reference librarian's expertise to patrons in an online environment.	j. Objective met. QandAcafe merged with 24/7 to become a statewide virtual reference service. Training is offered on an ongoing basis. 33 SVLS staff librarians worked on the project.
SOUTH STATE	a. Reference service will be provided by contracting for interlibrary reference.	a. Objective met. Interlibrary reference was provided by a contract with the MCLS Reference Center.
	b. Staff training will be provided through one or more workshops on issues, resources, or skills pertinent to meet the reference training needs of member libraries. Opportunities for joint efforts with other library related organizations will be explored.	b. Objective met. South State co-sponsored 4 workshops during the year, "Books, Lives and Videotape: A Reader's Advisory Presentation," "Patriot Act," "Meeting the Media" and "Reference Service: Virtual, Digital and In-Library – a New Model for Effective Delivery." Evaluations by attendees at the workshops are consistently very positive.
	c. Reference resources, which enhance member library reference effectiveness, will be purchased or leased.	c. Objective met. Different digital products were considered for enhancing member library reference. Additional blocks of OCLC First Search, searches were purchased.
	d. Reports on reference service activities will be prepared for member libraries on a quarterly basis.	d. Objective met. Quarterly reports on reference question answering were prepared and distributed in a timely fashion. These reports recorded the number of reference questions handled, turn around time, and time actually required to answer them.

Summary of Improvements of Reference Services to the Underserved - FY 2002/03
(California Administrative Code Section 20156)
CLSA System Program Annual Reports

System	Performance Objectives	Achievement of Performance Objectives
BALIS	a. The Public Information Committee will maintain its Bay Area media list to include media outlets that will reach a multicultural audience.	a. Objective met.
	b. The Reference Committee will work with Gale Research PR materials and publicize the Informe Spanish-language database. This database is available in all of the BALIS member libraries.	b. Objective met.
	c. Staff from various BALIS member libraries will participate in the five-system staff development committee. This year the committee intends to survey all staff members regarding training needs. The result of this survey will be the basis of training programs for the next few years.	c. Objective met.
	d. The Reference Committee will identify and evaluate new databases, which will help them fulfill their goal of providing databases that have a focus on the informational needs of specific ethnic and minority communities. The 2000 Census has highlighted the multi-ethnic nature of the BALIS service area, and the committee will address these needs.	d. Objective met.
BLACK GOLD	a. Provide a hands-on Train-the-Trainer Workshop focused on how to effectively teach youngsters to use the Internet for their homework and research needs.	a. Objective met. Black Gold Children's Committee sponsored a hands-on InfoPeople program titled, "Practical Technology for Children's Library Services." The evaluations of this workshop were very high.
	b. Offer a story telling workshop using an in-house expert to teach.	b. Modified objective met. Black Gold purchased the Children's Service Training Manuals from NSCLS for the main libraries and all the library branches in the system, in lieu of a story telling workshop using an in-house expert. This manual will reach many more children's librarians and be readily available to staff for reference purposes.
49/99	a. Answer 90% of questions referred on behalf of geographically isolated patrons.	a. Objective met. 95% of the reference questions referred were answered by the Reference Center.
	b. Respond to 100% of requests for non-English language materials using resources available at the host library or by referring member libraries to the State Library and other collections.	b. Objective met. The System's host library has discarded most of its popular materials in European languages other than Spanish, but the collection of Asian language materials has expanded.

EXHIBIT I

INLAND	a. At least 25% of our reference questions will be received from the members of the targeted underserved groups (i.e. geographically isolated, institutionalized, handicapped, and children). b. Electronic and printed material will be provided in a timely manner.	a. Objective met. b. Objective met.
MCLS	<u>SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING</u> a. System-specific resources are intended to assist local reference staff in providing more effective service to the limited and non-English populations in their service area. b. The MCLS Reference Center provides access to the resources of the International Languages Department collection of LAPL, as well as any relevant multilingual library finding tools, bibliographies, flyers, etc. that are produced by the International Languages staff at LAPL. c. The MCLS 24/7 Reference Service will introduce a Spanish-language version of the Web-based "Ask A Librarian" service. Bilingual librarians will handle questions both in real-time and via email from library patrons from Los Angeles and Orange Counties who wish to ask questions in Spanish. This service will begin in June 2002. <u>SERVICE TO CHILDREN</u> a. The Reading Program is an annual program designed to encourage reading in children of all ages. At least 28 member libraries will participate. The purpose of the Kickoff program is to showcase model programs and performers, as well as offer a networking forum for the exchange of ideas. At least 35 libraries will attend the kickoff. b. The <u>Southern California Program Resource List</u> will be updated by the Children's Services Committee members. c. At least one workshop on a topic relevant to the needs of Children's librarians/staff will be coordinated by MCLS staff working with the Children's Services Committee. d. The Reference Center will continue to promote use by Children's Service staff via articles in the *Reference Hotline* and meetings with the MCLS Children's Services Committee.	<u>SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING</u> a. Objective met. MCLS published ***MCLS Survey of Special Collections and Staff Expertise*** in 2000 which includes foreign language proficiencies of MCLS member library staff. This publication will be updated in FY 2003/04. b. Objective met. MCLS continues to handle System requests for information that utilize the resources of the International Languages Department of LAPL, and made available throughout the System any multilingual library finding tools, bibliographies, flyers, etc. that were produced by the International Languages staff at LAPL. c. Objective met. <u>SERVICE TO CHILDREN</u> a. Objective met. The System sponsored the Reading Program and is underwriting the cost of the Kickoff Program. 30 libraries participated in the Reading Program. 36 libraries were represented at the kickoff. b. Objective met. <u>The Southern California Program Resource List</u> continues to be updated as new performers are identified. c. Objective met. The Children's Services Committee co-sponsored a workshop titled "Radical Change: Creative Non-Fiction for Youth." d. Objective met. The MCLS liaison provides an update on Reference Center activities at each Children's Services Committee meeting.

MCLS (cont'd)	SERVICE TO YOUNG ADULTS a. The MCLS Young Adult Services Committee will meet at least 3 times in the coming year for the purpose of planning and coordinating systemwide programs for young adult librarians. b. In conjunction with the MCLS Young Adult Services Committee, at least one workshop/information exchange will be conducted to further the professional skills of staff involved in service to young adults, focusing on developing community partnerships. The young adult component of the Reading Program will be discussed in at least one Children's Services Committee meeting.	SERVICE TO YOUNG ADULTS a. Objective met. b. Objective met. The committee presented one workshop, "Low Cost Teen Programming." The committee also had 3 structured exchanges: 1) Light Reading for Summer; 2) YA Performers Book and Directory of Performers; and 3) YA Grant Programming.
MOBAC	a. Members of the MOBAC Reference Committee will complete a survey, which lists all types of technology. They will indicate which types of technology their own library owns that are available to the public, including typewriters and scanners for computers. b. The completed list of publicly available equipment will be printed and distributed to all MOBAC libraries. It will also be uploaded to the MOBAC Intranet where staff will have another source of access. c. The survey will include information about equipment which is wheelchair accessible and whether the equipment includes any of the following capabilities: screen magnification; Kurzweil or Text to Speech; voice recognition; and Braille keyboard. d. Reference Committee members will investigate working with youth librarians to get information about the regional catalog out to schools in the remote areas in the MOBAC service area.	a. Objective met. b. Objective met. The list of public available technology was updated on the staff intranet. c. Objective met. The list of publicly available technology includes assistive technology. d. Objective met. Contact has been made through SLIMB (Secondary Librarians in Monterey Bay); this goal is an ongoing project.
MVLS	Answers shall be provided for 90% of all questions referred from member libraries for geographically isolated patrons; 70% of answers to their questions shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the system's reference referral structure; 90% of patrons surveyed will express satisfaction with the service.	Objective met. An estimated 94% of questions were filled, 79% of the requests were filled within 10 working days, and 90.6% of patrons responding to the survey said their requests were completely answered. Local funds were added to meet the level of service provided.
NORTH BAY	ETHNIC MINORITIES a. Identify and implement methods by which System staff can assist member libraries in sharing resources of interest to ethnic groups in North Bay.	ETHNIC MINORITIES a. Objective met. Participation at the Guadalajara Book Fair and subsequent discussion by the two participating librarians at the appropriate committee meetings afterward was accomplished.

NORTH BAY (cont'd)	b. System staff will support the material purchase of member libraries to provide better access to information of use to ethnic minorities.	b. Objective met. The purchase project at Guadalajara Book Fair for Spanish language materials and subsequent purchase of books in San Francisco for all participating member libraries was done. Also, collection development projects were done for at least two other ethnic groups this past fiscal year.
	c. System staff will utilize local community resource files to locate information on North Bay ethnic organizations.	c. Objective met.
	d. NBCLS will provide a forum by which member libraries can exchange information on services to ethnic groups within North Bay area.	d. Objective met.
	<u>CHILDREN</u> a. Children's librarians will share information about materials selection.	<u>CHILDREN</u> a. Objective met.
	b. Member libraries will explore ways to produce quality children's programming at less cost to each individual library.	b. Objective met.
	c. Children's staffs will share training in collection development, reference service and programming.	c. Objective met through 2 workshops held.
	d. Children's staffs will share ideas and problems in their areas of service.	d. Objective met through committee meetings.
	<u>DISABLED</u> North Bay libraries will continue to develop their collections in order to provide resource materials to the disabled and their caregivers.	<u>DISABLED</u> Objective met.
	<u>GEOGRAPHICALLY ISOLATED</u> Because they have little or no access to major library collections, the geographically isolated library users of the North Bay must look to the System staff to provide reference service from the most basic to the highest level of research.	<u>GEOGRAPHICALLY ISOLATED</u> Objective met.
NORTH STATE	a. Provide member libraries with a list of resources and tips for serving children from birth to age five.	a. Objective met. Each issue of the quarterly newsletter that listed online and local resources for serving children was provided.
	b. Sponsor a training workshop on working with children from birth to age five.	b. Objective met. A workshop on "Activities (music and more) that Extend Storytimes" was held with 25 in attendance.
	c. Publicize and promote materials for training member libraries' staff in service to children birth to age 5.	c. Objective met. See a., b., and g.
	d. Continue to provide libraries with the System brochure in Spanish – *Servicios Gratis*.	d. Objective met. *Servicios Gratis* was revised and distributed to member libraries.

NORTH STATE (cont'd)	e. Continue to supply libraries with the "Share a Book at Home" brochure.	e. Objective met. At least 200 "Share a Book At Home" brochures were distributed.
	f. Provide selected libraries with the "Welcome to Your Library" pamphlet.	f. Objective met. At least 400 system brochures "Welcome to Your Library" were distributed.
	g. Make the revised Children's Services Training Manual available to members and libraries throughout the state and union.	g. Objective met. The 2002 revision of *Children's Services Training Manual* was ready in July 2002 and distributed free to all NSCLS System members and to all other state cooperatives. During 2002-03, approx. 125 manuals were sold to libraries in the state and country.

PENINSULA	a. The collection on non-English language videos in the PLS Media Center will be augmented.	a. Objective met. Approximately 150 non-English language items were added to the collection.
	b. "How To Reach The Lawmakers," our locally produced list of key government officials, will be updated to reflect current appointments and a translation into Spanish will be updated. 1000 copies of the brochure will be made available through local library reference desks.	b. Objective met. "How to Reach the Lawmakers" is updated regularly and forwarded to all PLS libraries.
	c. The list of non-English language materials will be updated by the multicultural committee working together with the multicultural committee of the Silicon Valley Library System. This current list is posted on the PLS Intranet.	c. Objective met.
	d. PLS Multicultural Committee, in cooperation with the Reference Committee, will choose non-English language materials for selected system libraries. PLS sponsors the travel expenses of one committee member to attend the International Book Fair in Guadalajara.	d. Objective met. Two librarians attended the book fair in Guadalajara.
	e. Online reference assistance will be available in Spanish.	e. Objective met. Spanish-speaking librarians began providing virtual reference service on QandAcafe beginning in October 2002.
SJVLS	a. Reference questions from patrons in geographically isolated areas will be answered according to the same performance objectives set for the system interlibrary reference component – that is, there will be no difference in time or quality of the answer because a patron is geographically isolated.	a. Objective met.
	b. Questions from non-English speaking and handicapped patrons will be answered 90% of the time in a language or format they require.	b. Objective met.
	c. Questions from members on the availability of community services in the system service area can be channeled through SJVLS.	c. Objective met.
SANTIAGO	a. The vendor for SLS reference services, MCLS, will provide materials in appropriate languages and reading levels as requested by SLS reference librarians.	a. Objective met. MCLS provided materials in Spanish, Korean and Chinese as well as appropriate reading levels.
	b. SLS Children's Services Committee will conduct one staff training workshop focusing on some aspect of services to children; a minimum of 20 staff will attend.	b. Objective met. SLS Children's Services Committee sponsored a workshop entitled "Teen Programming for the Monetarily Challenged." 83 staff attended.
	c. The SLS Children's Services Committee will meet at least 6 times during 2002/03 to discuss services to children and share ideas.	c. Objective met. The Committee met 6 times.

SANTIAGO (con't)	d. SLS will hold a half-day "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.	d. Objective met. 100 staff attended.
	e. SLS Children's Services Committee, working with the other Systems in Southern California, will develop a theme and slogan for the 2002 Children's Reading Program to provide consistent, systemwide encouragement of reading-related activities. The Children's Services Committee will utilize, wherever possible, the support of local vendors or other public/private partnerships in developing the program.	e. Objective met. SLS worked with 4 other CLSA Systems to sponsor "It's A Jungle Out There, Swing Into Your Library" and a YA program, "Get Wild, Read!" Sponsorship, in funds or services, was received from the Los Angeles Times Reading by 9. In addition, SLS libraries participated in a winter reading program fully sponsored by In-N-Out Burgers.

SERRA	The Tierra del Sol Library Network will offer Effective Reference Program training in basic reference skills to the staffs of libraries in Imperial County. Contacts will be initiated with the appropriate groups to explore possibilities for cooperation and the promotion of library and system services.	Objective partially met. A session of the three-day Effective Reference Performance Workshop was scheduled for Summer 2002 in the Imperial Valley, but was cancelled due to low enrollment. Also, all Imperial Valley public libraries participated in the coordinated Summer Reading Program.
SILICON VALLEY	a. The Non-English System brochures will be updated and distributed to all System libraries. b. The Language Resource List portion of the SVLS Staff Directory, which lists languages other than English spoken by staff, will continue to be updated every year. It is a valuable addition to our local multi-language resources. c. The System will allocate at least $1500 to print and distribute the non-English System brochures which will be in local libraries for use with underserved client groups. Funds will also be allocated for the materials distributed at the ethnic festival in which the libraries will participate this year. d. A Spanish-language version of the brochure listing lawmakers, federal, state and county, who represent Santa Clara County will be updated following each election. The Spanish language version complements the English language version, which is widely distributed throughout the county. e. Multicultural Committee members plan to participate in one ethnic festival in the coming year. Each year they try to find an event celebrated by a different cultural group.	a. Objective met. They are now available in Chinese, Japanese, Korean, Persian/Farsi, Russian, Spanish, Tagalog and Vietnamese. b. Objective met. c. Objective met. d. Objective met. "How to Reach the Lawmakers" was updated in English and Spanish. e. Objective partially met. The committee did not attend any events as a committee because of budget constraints; however, committee members attended various events as representatives of their respective libraries, including the Vietnamese Resource Fair, among others. They distributed library brochures and spoke to attendees, raising awareness of library services.
SOUTH STATE	One or more workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) will be held on youth services.	Objective met. The System co-sponsored The Children's Literature Council of Southern California workshop, "Radical Change: Creative Non-Fiction for Youth."

System Interlibrary Reference Program Objectives
System Program Annual Report – FY 2002/03
(California Administrative Code Section 20157)

A. Answers shall be provided for 90% of all questions referred from member libraries.
B. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the system's reference referral structure.

System	# of Reference Questions	A - % Answered	B - % Answered Within 10 days	A - # of Questions Answered	B - # of Answers Returned Within 10 Working Days
BALIS	569	99.52%	81.9%	566	464
BLACK GOLD	295	100%	93%	295	274
49-99	412	100%	83%	412	342
INLAND	1,800	97%	83.4%	1,746	1,456
MCLS	2,867	96%	94%	2,752	2,587
MOBAC	141	98%	91%	138	126
MVLS	283	90.5%	80.2%	256	205
NORTH BAY	881	100%	97.6%	881	860
NORTH STATE	432	99.3%	97.7%	429	419
PENINSULA	353	98.8%	90.2%	349	315
SJVLS	703	99%	80%	696	557
SANTIAGO	248	94%	97%	233	226
SERRA	1,203	99.1%	94%	1,192	1,121
SILICON VALLEY	535	98.9%	91.8%	529	486
SOUTH STATE	133	99.9%	92%	133	122
TOTALS	**10,855**	**98% average (a)**	**84% average (b)**	**10,607**	**9,560**

(a) All systems were able to provide answers for 90% or more of all questions referred from member libraries. The average percentage of answers provided 98% or 10,607 questions answered in total.
(b) All systems were able to achieve 70% of the answers returned to the originating member library within 10 working days. The average percentage was 84% or 9,560 questions returned to the originating member library within 10 working days.

LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2002/03

	CLSA System Reference			CLSA System Communications and Delivery		
System	Percent of CLSA Expenditures for Reference	Percent of Local Funds for Reference	Total Expenditures for Reference	Percent of CLSA Expenditure for Comm. & Delivery	Percent of Local Funds for Comm. & Delivery	Total Expenditures for Comm. & Delivery
BALIS	72%	28%	$ 139,069	89%	11%	$ 54,224
BLACK GOLD	93%	7%	64,489	78%	22%	72,348
49-99	65%	35%	99,943	50%	50%	98,514
INLAND	74%	26%	193,930	89%	11%	122,079
MCLS	48%	52%	516,622	78%	22%	130,395
MOBAC	94%	6%	65,268	81%	19%	64,115
MVLS	81%	19%	136,583	90%	10%	101,419
NORTH BAY	72%	28%	150,025	44%	56%	162,590
NORTH STATE	91%	9%	86,673	86%	14%	130,496
PENINSULA	13%	87%	442,121	16%	84%	247,321
SJVLS	32%	68%	266,643	16%	84%	431,813
SANTIAGO	100%	0%	89,174	100%	0%	46,388
SERRA	96%	4%	122,387	96%	4%	73,394
SILICON VALLEY	58%	42%	119,456	87%	13%	45,190
SOUTH STATE	100%	0%	91,913	100%	0%	40,914
TOTAL PERCENT	58%	42%	100%	55%	45%	100%
TOTAL EXPEND.	$ 1,487,199	$ 1,097,097	$ 2,584,296	$ 996,000	$ 825,200	$ 1,821,200

2002/03 expenditures:

	CLSA	Local	LSTA	Total
Administration	629,401 (16.5%)	3,150,777[1] (83.1%)	11,959 (0.3%)	3,792,137
Reference	1,487,199 (57.5%)	1,097,097[2] (42.5%)		2,584,296
Comm. & Delivery	996,000 (54.7%)	825,200[3] (45.3%)		1,821,200
Advisory Boards (SAB)	29,863 (89%)	3,834[4] (11%)		33,697
Total	3,142,463 (38%)	5,076,908 (62%)	11,959 (0.1%)	8,231,330

[1] all systems contributed local funds to support system administration
[2] all but two systems (Santiago and South State) used local funds to support Reference
[3] all but two systems (Santiago and South State) contributed local funds to support C&D
[4] Four systems used local funds to support the SAB program

6231_1
Revised

EXHIBIT K

EXHIBIT L

Summary of System Reference Expenditures for FY 2002/03
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	$ 100,200	$ 38,869	$ 139,069
BLACK GOLD	60,198	4,291	64,489
49-99	64,740	35,203	99,943
INLAND	143,116	50,814	193,930
MCLS	249,048	267,574	516,622
MOBAC	61,450	3,818	65,268
MVLS	110,936	25,647	136,583
NORTH BAY	107,999	42,026	150,025
NORTH STATE	78,811	7,862	86,673
PENINSULA	57,567	384,554	442,121
SJVLS	85,471	181,172	266,643
SANTIAGO	89,174	0	89,174
SERRA	116,933	5,454	122,387
SILICON VALLEY	69,643	49,813	119,456
SOUTH STATE	91,913	0	91,913
TOTAL	$1,487,199	$1,097,097	$2,584,296

EXHIBIT M

Summary of System Administration Expenditures for FY 2002/03
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	$ 37,234	$ 139,812	$ 177,046
BLACK GOLD	29,858	509,560	539,418
49-99	28,953	109,312	138,265
INLAND	63,627	29,532	93,159
MCLS	88,646	953,577	1,042,223
MOBAC	28,489	54,450	82,939
MVLS	51,138	65,733	116,871
NORTH BAY	45,117	161,345	206,462
NORTH STATE	49,838	17,143	66,981
PENINSULA	24,638	838,554	863,192
SJVLS	38,748	32,688	71,436
SANTIAGO	33,952	5,962	39,914
SERRA	47,543	65,728	113,271
SILICON VALLEY	27,585	144,644	172,229
SOUTH STATE	34,035	22,737	56,772
TOTAL	$ 629,401	$3,150,777	$3,780,178

LSTA funds spent on System Administration: BALIS $11,959

Document 10

ACTION

AGENDA ITEM: System Advisory Board

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: SAB Member Attendance at CLA Annual Conference. *(On Consent Calendar)*

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the use of 2004/05 allocated SAB Program funds, where available within each approved SAB budget, and where requested, to reimburse one SAB member from each System for expenses incurred in attending the November 2004 California Library Association conference to be held in San Jose.

BACKGROUND:

In past years the State Board has approved the use of CLSA System Advisory Board (SAB) Program funds allotted to Systems to support the costs of attendance by one SAB member per System at the annual conference of the California Library Association (CLA). SAB members have reported worthwhile benefits from attending the CLA conference in past years, citing the gaining of a wider understanding of library issues and trends and the opportunity to interact with SAB members from other areas of the State as particularly useful. It is recommended that the Library of California Board approve blanket attendance for one SAB member from each System to attend the November 2004 CLA conference being held in San Jose, provided that travel funds are available from within the currently approved System SAB budget to support the cost of such attendance. State Board policy has been to consider approval of SAB member attendance at the CLA conference on a year-by-year basis.

Recommendation: Staff recommends that the Board continue its practice of encouraging System Advisory Board members to attend the CLA annual conference and the Library of California Board meeting, when meeting in conjunction to the CLA conference.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: 2004/05 System Plans of Service for the System Advisory Board Program indicate that all 15 Systems have planned to accomplish the duties specified for SABs in the Act (See Exhibit A). Plans indicate that SABs will interact with the administrative council through council meetings and by serving on system committees. SABs will continue their emphasis on publicity and public relations as well as their activities in the evaluation of System services and in the assessment of community needs for library services. Some Systems continue to provide their SABs the opportunity to participate in System-sponsored workshops and training events. Many SABs are making the needs of

libraries known through personal contacts and written communications to state and local legislators, local officials and community groups. Plans of Service estimates show that SAB members will collectively travel over 20,200 miles to attend SAB and Administrative Council meetings. This does not include the many hours SABs contribute by attending these meetings, as well as various committee meetings, to the effort to improve System planning for the delivery of CLSA supported services. SABs also contribute many hours to special projects and publicity for the System.

Each year Systems are required to report the representation of various designated population segments on their System Advisory Boards. A compilation of these reports is included as Exhibit B. Board members are reminded that "representation" does not necessarily constitute membership in specific population segments, and that a single SAB member may represent more than one designated category. It should also be noted that SAB members are appointed by the governing bodies of member library jurisdictions, not by System Administrative Councils.

System annual report summaries for fiscal year 2002/03 were compiled and mailed to Board members and CLSA Systems in May. The achievement of performance objectives for the System Advisory Board program are reproduced as Exhibit C.

System annual report summaries for fiscal year 2003/04 were received. However, time was not available to provide a compilation of those reports in this packet. Board members and System contacts will be mailed report summaries in early 2005.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2004/05 SAB program achievements and activities based on System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Doc. 6810

2004/05 System Advisory Board Workload Estimates and Mandated Activities Summary

	Estimated Number of SAB Meetings	Estimated Miles Traveled	Number of Members	Assist in Development of Plan of Service	Advise Council on Need for Services	Assist in Evaluation of System Services
BALIS	6	1,000	8	X	X	X
BLACK GOLD	2	650	5	X	X	X
49-99	4	320	3	X	X	X
INLAND	1	0	5	X	X	X
MCLS	2	3,000	27	X	X	X
MOBAC	4	200	4	X	X	X
MVLS	2	1,000	14	X	X	X
NORTH BAY	1	600	5	X	X	X
NORTH STATE	4	5,650	11	X	X	X
PENINSULA	5*	1,800	9	X	X	X
SJVLS	3	2,385	9	X	X	X
SANTIAGO	1	200	7	X	X	X
SERRA	6	2,500	8	X	X	X
SVLS	1	400	2	X	X	X
SOUTH STATE	1	500	5	X	X	X
TOTAL	38	20,205	122			

*At least one joint meeting will be scheduled with the BALIS and SVLS System Advisory Board.

EXHIBIT A

Population Segments Represented on System Advisory Boards - 2004/2005
As of July 1, 2004

System	Number of Board Members & Alternatives*	Population Segments Represented																		
		Economically Dis-advantaged (below poverty level)	Institutionalized	Aged (65+)	Children & Youth				Handi-capped	Speakers of Limited English or English as a Second Language	Non-English Speaking	Ethnicity					Geogra-phically Isolated	Functionally Illiterate	Shut-Ins
					Under 5	5 to 9	10 to 14	15 to 19				Black	Hispanic	Asian	Native American	Other			
BALIS	8 (1V)	2	0	8	5	8	8	8	6	7	4	6	5	7	2	2	0	3	1
BLACK GOLD	5 (3V)	2	2	4	1	2	1	1	1	1	1	2	3	2	2	1	2	2	2
49-99	1 (6V)																		
INLAND**																			
MCLS	23 (12V)	4	3	9	4	5	7	5	5	5	5	5	6	6	7	3	2	0	2
MOBAC***	4 (4V)																		
MVLS ***	6 (8V)																		
NO. BAY	6 (7V)	0	0	4	3	3	3	3	0	3	0	0	2	0	1	0	2	0	0
NO. STATE	11 (1V)	7	2	3	1	1	1	0	1	3	2	0	3	0	1	0	7	0	0
PENINSULA	9 (0V)	1	0	9	6	6	6	6	8	7	1	5	6	9	0	3	1	1	1
SJVLS	6 (3V)	0	0	2	2	2	2	1	0	2	0	1	2	0	0	0	0	0	3
SANTIAGO	7 (2V)								1				1	1				1	
SERRA	8 (6V)	5	4	8	6	6	5	5	5	5	4	5	6	5	5	4	5	4	5
SVLS	2 (5V)	0	0	2	2	1	2	2	0	2	1	0	1	2	0	0	0	0	0
SO. STATE	3 (1V)	3	0	1	1	2	2	0	0	2	0	3	2	1	0	0	1	0	0
TOTAL	106 (42V)	24	11	50	31	36	37	31	27	37	18	27	37	33	18	13	20	11	14

* SAB Members and alternates are appointed by the governing body of the local jurisdiction

** Inland did not submit an SAB roster indicating population segments

*** Declined to designate a population segment

V - Vacancy (ies)

doc.#6646

EXHIBIT B

Summary of 2002/03 System Advisory Board Performance Objectives
CLSA System Program Annual Reports

System	Performance Objectives	Achievement of Performance Objectives
BALIS	a. Meetings: 1. An orientation will be held in September for new members and continuing members. 2. One or more Administrative Council members will attend each SAB meeting. 3. At least 50% of the SAB members will attend workshops appropriate to serving as a Board member. 4. All SAB members will have the opportunity to attend local BALIS workshops. 5. At least one SAB member will attend the California Library Association in 2002. b. Meeting Content: 1. Provide opportunities for on-going self-education through topical meetings, including: a) Friends and foundation activities, b) State legislative initiatives and legislation. 2. Explore partnerships for developing future activities or programs. 3. Include time for SAB members to ask questions and/or exchange information about System services. 4. Schedule a dinner meeting with a speaker on a mutually agreed-upon topic with the SAB members from PLS and SVLS. 5. Schedule a dinner with the Administrative Council with a speaker on a current library issue. 6. The SAB will work with the PLS/SVLS SABs to develop a workshop focused on structure and activities of friends groups	a. Meetings: 1. Objective met. 2. Objective met. One member attended all SAB meetings. 3. Objective met. 4. Objective met. 5. Objective met. One member attended. b. Meeting Content: 1. Objective met. The SAB had a discussion about friends and foundations groups at their local libraries. 2. Objective met. The BALIS/PLS/SVLS SABs co-sponsored a workshop on advocacy and foundations. 3. Objective met. 4. Objective not met. The dinner with PLS and SVLS was cancelled due to low registration. 5. Objective met. A dinner with the Administrative Council was held in May, and Martin Paley, well-known Bay Area fund raiser, was the speaker. 6. See b.2.

EXHIBIT C

BALIS (cont'd)	and how they operate. c. Legislative Activities: 1. Consider methods for building links with local, state and federal legislators in order to raise awareness of library issues both local and statewide. 2. Serve as a public relations representative for local libraries. 3. Attend CLA Legislative Day or contact representatives at home office. d. Planning and Evaluation: 1. Participate in planning and evaluation of SAB objectives for the FY 2002/03. 2. Evaluate activities for the year and make recommendations as appropriate. 3. Review the System Annual Plan of Service and make recommendations to the Administrative Council.	 c. Legislative Activities: 1. Objective met. Members of the SAB attended the CLA-sponsored Day in the District. 2. Objective met. The SAB members attend local library Board meetings to discuss system activities. 3. Objective met. See c.1. d. Planning and Evaluation: 1. Objective met. A subcommittee of SAB members developed the SAB Plan of Service. 2. Objective met. 3. Objective met.
BLACK GOLD	a. Each member of the SAB will develop sufficient understanding of System services & funding to make brief presentations to community organizations. 100% participation is expected. b. Each member will become familiar with the System Plan of Service, FY 2002/03. 100% participation is expected. c. SAB will continue library advocacy public awareness campaign in the counties of San Luis Obispo, Santa Barbara and Ventura. d. The SAB will support staff development training programs with Black Gold library staff committees.	a. Objective achieved. Two SAB meetings were held for information exchange, discussion & familiarization. One alternate attended some meetings. One SAB member attended the CLA conference as SAB representative and a second SAB member attended on a personal basis. b. Objective achieved. Members were familiar with the FY 2002/03 Plan of Service and were able to relate it to local library support efforts. The SAB drafted its objectives for the FY 2003/04 Plan of Service. c. Objective exceeded. The library advocacy activity by the Black Gold SAB members continued through letters, phone calls, online broadcast and personal meetings with local and state elected officials, as well as attendance at CLA Legislative Day, in Sacramento. d. Achieved Objective. The SAB provided support for two training workshops for library staff. The Black Gold Children's Committee sponsored a "hands-on" InfoPeople program titled, "Practical Technology for Children's Library Services" at two locations with instructor Cathie Scalice.

BLACK GOLD (cont'd)	e. Continue to display the photo essays "Native Americans on the Central Coast," "Asian/Pacific Americans on the Central Coast," African Americans on the Central Coast" and "Hispanics on the Central Coast," at member libraries and qualified institutions upon request.	e. Achieved objective. There were five inquiries and purchases this year for the photo essay booklets. The exhibits are available for display to member libraries and qualified institutions upon request.
49/99	a. 100% of the SAB members will review & contribute to the annual System Plan of Service. b. The SAB will send a representative to one 49/99 Administrative Council meeting and will inform the Council of community information needs if new information is available. c. SAB members will evaluate System services. d. SAB members will inform state legislators, local officials and community groups about the needs of libraries. e. The SAB members will review & evaluate the SAB activities of the previous year & prepare a plan for the current year's activities. f. 100% of the SAB members will submit written reports of Board & System activities to their respective appointing bodies at the end of their appointed term.	a. Objective partially met. Three SAB members reviewed and contributed to the 2002/03 System Plan of Service. Vacancies and term expirations prevented others from participating. b. Objective met. SAB members were able to attend System Council meetings in 2002/03 as SAB meetings are now held in conjunction with the Administrative Council meetings. This facilitates SAB members attending both SAB & System Administrative Council meetings. c. Objective met. d. Objective met. SAB members were kept informed about current library legislation through distribution of legislative updates by System staff. SAB members were encouraged to contact legislators and other policy makers to inform them about the needs of libraries. e. Objective met. f. Objective not met. Board members have not been consistent about submitting reports to their appointing bodies. They continue to be encouraged to do so.
INLAND	a. 75% of SAB members will regularly attend Board meetings. b. 100% of SAB members will be able to understand System services well enough to give a brief presentation about the System to a local community group within one year of appointment. c. The SAB will attempt to heighten awareness of the System among residents of the ILS service areas.	a. Objective not met. There has been a decline in SAB participation due to the resignation of some members and the inability to attract others. Because of low participation and geographic distances, no Board meetings were held. b. Objective not met. c. Achievement of this objective was not stated.

MCLS	a. 100% of SAB members will be able to provide reports on MCLS to local boards, City Councils and/or other local bodies, & local news media. b. 100% of SAB members will be able to provide input to the MCLS Council on new program development & on service priorities. c. 100% of SAB members will inform legislators about the needs of libraries. d. 100% of SAB members will be knowledgeable on MCLS committees and Library of California status.	a-d. Objectives achieved.
MOBAC	a. Meetings: In 2002/03, to address the concerns of the 2001/02 SAB members, the Administrative Council members will appoint a member from either their library board or Friends group to represent their jurisdiction as an SAB member. There will be an annual meeting held in May, attended by the Administrative Council members and the SAB members. b. Meeting Content: The annual meeting will be a luncheon with a speaker or speakers to discuss an issue of current interest to the library community. c. Legislative and Advocacy Activities: The member library boards and Friends groups will be encouraged by the Administrative Council members and the SAB representatives to visit local officials and state legislators to advocate for library legislation. d. Planning and Evaluation In May 2003 the MOBAC Council will evaluate the success of this change in the organization of the SAB.	a. Meetings: Objective not met. There were no formal SAB meetings this year. b. Meeting Content: Objective not met. There was no luncheon planned this year. c. Legislative and Advocacy Activities: Objective partially met. There were no system-wide advocacy activities this year, though local library representatives contacted their legislators about issues relating to libraries. d. Planning and Evaluation Objective met. At the July Administrative Council meeting, it was agreed that a SAB-sponsored luncheon would be held in spring 2004.
MVLS	a. 100% of the SAB members will assist the Administrative Council in the development of the 2002/03 Plan of Service by serving on System committees & participating in Administrative Council/SAB meetings. b. 90% of the SAB members will advise the Administrative Council on the	a. Objective not met. Not all vacancies were filled during the reporting period. b. Objective partially met. Joint meetings with the Administrative Council

MVLS (cont'd)	need for services & programs through participation in Administrative Council/SAB meetings. A report from the SAB Chairman is a regular part of the SAB/Council agenda. This report may stand as the official minutes of the SAB meeting.	continue to be held. Each Council meeting has at least one SAB member present & the SAB is on the agenda for a brief report. The SAB rarely has a quorum. The System Annual Plan of Service is adopted by joint resolution of the SAB and Council at their May meeting.
	c. 90% of the SAB members will assist in the evaluation of the services provided by the System through participation in Administrative Council/SAB meetings.	c. Objective not met. See b above.
	d. SAB members will continue to explore areas that address the needs of children and/or pursue other projects useful to MVLS.	d. Objective met. The SAB supported promotion of children's library services by purchasing materials for National Children's Book Week for each public Library member of MVLS.
NORTH BAY	a. All public libraries will be represented on the SAB.	a. Objective not met. Directors of libraries with vacancies decided to await the outcome of the Library of California Board's discussion of lowering or eliminating funding of the SAB component of CLSA.
	b. All of the SAB members will understand NBCLS services well enough to give brief presentations about the System to local community groups & jurisdictional governing bodies.	b. Objective met.
	c. The SAB members will be available to make oral or written presentations about System programs to their respective appointing jurisdictions.	c. Objective met.
	d. All SAB members will be available to make oral or written presentations about the System programs to their local community groups (e.g., Friends of the Library, League of Women Voters, etc.).	d. Objective met.
	e. All of the SAB members will encourage & facilitate press coverage of System programs in their local communities.	e. Objective met with the focus on restoring funding to TBR in the Governor's Budget.
	f. A representative from the SAB will attend the Board of Directors' meetings & any other committee meetings as appropriate.	f. Objective met.
	g. The SAB will review & contribute to the FY 2003/04 NBCLS Plan of Service.	g. Objective met.
	h. The SAB will review & evaluate activities of the 2002/03 SAB, & will plan a timeline for 2003/04 activities.	h. Objective met.

NORTH BAY (con't)	i. The SAB will review CLSA System programs in NBCLS and make recommendations to the Board of Directors.	i. Objective met.
NORTH STATE	a. 100% of the SAB members will submit written and/or oral reports of Board & System activities to their respective appointing bodies and memoranda to NSCLS Coordinator. b. SAB members will present the Council of Librarians with information about their community Service needs and library activities. c. SAB members will be liaisons among their libraries, Friends groups, and the System, contributing and sharing newsletter articles. d. SAB members will continue to learn about and contribute to the System by attending a combined 20 committee meetings, 3 training events, and 5 Council meetings. e. 100 % of SAB members will have the opportunity to review and contribute to the 2003-04 System Plan of Service and to evaluate System services.	a. Objective partially met. About 65% of SAB members submitted formal reports. b. Objective met. c. Objective met. d. Objective met. SAB members attended 49 meetings and other System events. e. Objective met.
PENINSULA	a. Meetings: 1. An orientation will be held in September for new members and staff. 2. Administrative Council members will attend all of the SAB meetings. 3. A dinner meeting will be held with the SAB members of SVLS and BALIS. 4. At least 50% of SAB members will attend workshops pertinent to serving as SABs. 5. At least one SAB member will attend the annual CLA conference and report on it at the following SAB meeting. 6. SAB members will attend PLS Council meetings whenever possible. b. Meeting Content:	a. Meetings: 1. Objective met. 2. Objective not met. 3. Objective not met. The dinner was cancelled due to low registration. 4. Objective met. 5. Objective not met. 6. Objective not met. b. Meeting Content:

PENINSULA (cont'd)	1. Time will be provided at each SAB meeting to discuss community needs and views for library service. 2. Time will be scheduled at each meeting for SAB members to ask questions and/or exchange information about System services. 3. Each SAB agenda will include the opportunity for SAB members to share local library information. 4. The agenda for the dinner meeting with BALIS and SVLS will be developed by each system's SAB and have a speaker on a relevant library issue. c. Presentations/Activities: 1. Each SAB member will serve as public relations representative for local libraries. 2. 100% of SAB members will be able to understand System services well enough to give a brief report to the jurisdictions they represent. 3. The SAB will work with the BALIS/SVLS SABs to develop a workshop focused on structure and activities of friends groups and how they operate. d. Legislative/Advocacy Activities: 1. The SAB will co-host a systemwide library issues breakfast with the SAB from SVLS (federal, state, local lawmakers invited). 2. At least one SAB member will represent the SAB at CLA Legislative Day. e. Evaluation: The SAB will monitor its success in achieving its objectives by self-evaluation at the May meeting.	1. Objective met. 2. Objective met. 3. Objective met. 4. Objective not met. There was no dinner due to low registration. c. Presentations/Activities: 1. Objective met. Each SAB member reports to his/her local jurisdiction on system activities. 2. Objective met. 3. Objective met. The BALIS/PLS/SVLS SABs sponsored a workshop on advocacy and foundation. d. Legislative/Advocacy Activities: 1. Objective met. The systemwide library issues breakfast was held in May. 2. Objective met. At least two SABs attended CLA's Day in the District. e. Evaluation: Objective met.
SJVLS	a. 100% of SAB members will be knowledgeable about System services.	a. Objective partially met. 55% of the total positions were knowledgeable of System services through meetings, printed products, orientation, and site visits. Vacancies in 4 jurisdictions made it impossible to achieve this objective.

SJVLS (cont'd)	b. 100% of SAB members will be able to give a presentation regarding System services in their local jurisdiction.	b. Objective met. Members made informal contacts within their jurisdictional areas.
	c. 100% of SAB members will be knowledgeable about CLSA services.	c. Objective partially met. SAB members were knowledgeable of CLSA services through meetings, printed products, orientation, and site visits. Vacancies if 4 jurisdictions made it impossible to achieve this objective.
	d. 100% of SAB members will be knowledgeable about their local library services.	d. Objective partially met. SAB members were knowledgeable of local library services through meetings, printed products, orientations, and site visits. Vacancies in four jurisdictions made it impossible to achieve this objective.
	e. SAB members will provide information whenever necessary to help Administrative Council in evaluating & in providing improved services at the System level.	e. Objective met.
	f. Continue to distribute public awareness program materials & evaluate program effectiveness.	f. Objective met. The System monitored the use of the System brochure and are working on an update for which funds are budgeted.
SANTIAGO	a. The SAB will hold a meeting in April to review the Plan of Service for 2002/03.	a. Objective met. The meeting was held jointly with the SLS Council.
	b. All SAB members will be invited to attend SLS Council meetings and encouraged to attend at least one meeting during the year.	b. Objective met. At least one SAB member attended 3 of the 4 SLS Council meetings. The joint SLS Council/SAB meeting was attended by 4 SAB members.
	c. At least 2 SAB members will attend a CALTAC Workshop in Library Leadership and/or other library related events to become more aware of the roles and responsibilities of advisory board members, & will report back to the SAB about the event.	c. Objective met. Three members attended the MCLS/SLS annual meeting.
	d. SAB members will, in consultation with their library directors, promote library services and educate community members about library services and the library's role in the educational system.	d. Objective met. All members represented libraries and library issues in their community.
SERRA	a. The SAB will report at each meeting of the System Administrative Council to provide citizen input on service, activities & needs.	a. Objective met. The SAB met 5 times during the year with the Administrative Council. The System Plan of Service and Budget are agenda items at the appropriate joint meetings as well as the separate SAB meeting, and are always scheduled on the same day as the joint meeting. A SAB report, both from the entire Board and from individual members, is a standing item at all Administrative Council meetings.

SERRA (cont'd)	b. The SAB will collaborate with at least one Serra committee on a specific project(s).	b. Objective met. The SAB supported 4 projects in collaboration with Serra Committees. The Board gave $300 to the Young Adult Services Committee for a "Public Library Teen Art Contest" for 6th through 12th grade students. A winner, two runners-up, and 5 honorable mentions were chosen from more than 100 entries on the theme wild animals and reading. The winner received $150 and his artwork was used for the teen Summer Reading Program t-shirt design. Each runner-up received $50.
	c. An orientation session will be scheduled to train new SAB members.	c. Objective not met. There were no new members on the Board.
	d. SAB will review the System Plan of Service & Budget.	d. Objective met. See a. above.
	e. The SAB will seek local city & county legislative support of System programs.	e. Objective met. The SAB member for San Diego Public Library reports on System activities regularly at the monthly meetings of the San Diego City Board of Library Commissioners.
	f. The SAB will recommend techniques for publicizing current major System programs & projects.	f. Objective met. The Serra map, an SAB funded project published in FY 2001/02, will serve as a public relations tool.
	g. The SAB will advise on all policy issues & other matters referred by the Administrative Council.	g. Objective met. See a. above.
SILICON VALLEY	a. Meetings: 1. An orientation to System services and programs, a review of the Plan of Service and development of the year's work plan. 2. A member of the Administrative Council will attend each SAB meeting. 3. A dinner meeting will be held with the SAB members from the Peninsula Library System (PLS) and the Bay Area Library and Information System (BALIS). 4. At least 50% of SAB members will attend workshops pertinent to serving as Board members. 5. All SAB members will have the opportunity to attend appropriate SVLS local workshops. 6. At least one SAB member will attend CLA Conference & report on the conference at the following SAB meeting. 7. All SAB members will be encouraged to join CALTAC and/or CLA.	a. Meetings: 1. Objective not met. 2. Objective met. 3. Objective not met. There was no dinner due to low registration. 4. Objective met. Two SABs attended the joint BALIS/PLS/SVLS-sponsored workshop. 5. Objective not met. 6. Objective not met. 7. Objective not met.
	b. Meeting Content:	b. Meeting Content:

SILICON VALLEY (cont'd)	1. Time will be provided at each SAB meeting to discuss community needs and views for library service. 2. Time at each meeting will be scheduled for SAB members to ask questions and/or exchange information about System services. 3. Each SAB agenda will include the opportunity for SAB members to share local library information. 4. The agenda for the dinner meeting with BALIS and SVLS will be developed by each system's SAB and will include a speaker on a relevant library issue. 5. The SAB will work on a project that will promote the local libraries through a process of identifying agencies and locations where non-users and underserved gather and placing library promotional materials in each of the locations. c. Presentations/Activities: 1. Each SAB member will serve as public relations representatives for local libraries. 2. The SAB will work with the BALIS/SVLS SABs to develop a workshop focused on structure and activities of friends groups and how they operate. d. Legislative and Advocacy Activities: 1. The SAB will co-host a system-wide library issues breakfast with the SAB from PLS (federal, state, local lawmakers invited). 2. At least one SAB member will represent the SAB at CLA's Legislative Day. e. Planning and Evaluation: The SAB will monitor its success in achieving its objectives by self-evaluation at the May meeting.	1-5. Objectives not met. None of this section was accomplished since there was only one meeting with two people, and discussion centered on trying to recruit new members. c. Presentations/Activities: 1-2. Objective not met. None of this was accomplished and the joint dinner was cancelled. One SAB member did plan on attending the dinner. d. Legislative and Advocacy Activities: 1. Objective met. The Library Issues Breakfast was held and local policy makers from SVLS attended. The speaker was State Senator Jackie Speier whose topic was "Surviving in Tough Times." 2. Objective not met. e. Planning and Evaluation: Objective not met. There was no meeting to evaluate the SABs success. This report speaks for itself.
SOUTH STATE	a. 100% of SAB members will familiarize themselves with the 2002/03 Plan of Service. b. SAB members will be encouraged to attend the System Administrative Council meeting and provide input on the need for and/or evaluation of	a. Objective met. 2002/03 Plan of Service was distributed to all Advisory Board members. Their input into future Plans has been encouraged. b. Objective not met. SAB members were notified of each meeting.

SOUTH STATE (cont'd)	services & programs. c. 100% of the SAB members will be able to understand System services well enough to give a brief presentation about the System to local community groups. d. All SAB members will communicate local library & service needs to the Administrative Council & to community leaders & government officials. e. The Advisory Board will make available material supporting libraries and library legislation.	 c. Objective met. All Advisory Board members understand SSCLS services well enough to give presentations about the System to local community groups. d. Objective met. SAB members were encouraged to participate in Legislative Day and CLA. e. Objective met. The SAB funded the purchase of the children's summer reading program at member's libraries.

ACTION

AGENDA ITEM: CLSA Statewide Data Base

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consideration of 2004/05 Statewide Data Base funds for payment of annual subsidies. *(On Consent Calendar)*

2. Consideration of 2004/05 Statewide Data Base funds for targeted one-time grants. *(On Consent Calendar)*

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:
I move that the Library of California Board approve the allocation of 2004/05 funds for payment of CLSA Statewide Data Base annual subsidies in the amounts of $69, $550, $800 and $5,500, and instruct its Chief Executive Officer to invite claims for such payments.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:
I move that the Library of California Board approve the allocation of any 2004/05 CLSA Statewide Data Base funds not required for payment of annual subsidies, for competitive grants up to $7,500 each to individual public libraries for Z39.50 server software acquisition and installation; and that the Board instruct its Chief Executive Officer to invite applications for such grants.

ISSUES 1 & 2: Consideration of Statewide Data Base funds for payment of annual subsidies and targeted one-time grants.

Annual Subsidies

In the report, *A Study of Linked Systems with Recommendations for the Future of the CLSA Statewide Data Base* by Joan Frye Williams (May, 1998), recommendations were made for funding efforts in support of the CLSA Statewide Data Base. At the May 1998 CLSB meeting, the Board accepted these recommendations and instructed the staff to prepare an implementation plan for the August meeting. The plan was prepared and used for the distribution of CLSA local assistance funding in the past six fiscal years (1998/99 through 2003/04).

Exhibit A presents current Z39.50 accessibility information for CLSA libraries. Exhibit B includes access information for CLSA cooperative systems' web gateways.

As recommended in the plan, three levels of subsidies – two for public libraries and one for CLSA cooperative systems – have been offered from fiscal year 1998/99 through 2003/04, paid out of CLSA Statewide Data Base funds. In the last two years staff has recommended

an additional subsidy to encourage both direct and resource sharing server access to library catalog databases. Staff continue to recommend that this additional encouragement be offered to maintain participation by libraries in gateway projects and to encourage new libraries to join. Exhibit A indicates those libraries that have catalogs available through resource sharing servers.

For public libraries:

- A subsidy of $69 in recognition of libraries' use of OCLC as a valuable tool for locating materials owned by California libraries whose collections are stored on OCLC but are not accessible via Z39.50 search; (estimated $1,380 cost) or

- A subsidy of $550 to libraries that have made their catalog database directly accessible via Z39.50 searching or through a resource sharing server, (estimated $44,000 cost) or

- A subsidy of $800 to libraries that have made their catalog database directly accessible via Z39.50 linking **and** through CLSA or LoC resource sharing servers (estimated $48,800 cost).

For CLSA cooperative systems:

- A $5500 subsidy for implementing regional resource sharing servers to link Z39.50-enabled local systems (estimated $44,000 cost).

Recommendation:
Staff recommends that the above subsidies be made available in FY 2004/05 subject to available funding. Staff estimates a total cost of $138,180.

Targeted One-Time Grants:

During the past five years, the Board has used the remaining Statewide Data Base funds not required for annual subsidy reimbursement for several types of targeted one-time grants to public libraries including retrospective conversion, catalog record enhancement and Z39.50 server software installation.

Recommendation:

Staff recommends that Z39.50 server software/web catalog installation grants be offered to public libraries from remaining Statewide Data Base funds, subject to available funding, with the following conditions:

- The grants will be awarded on a competitive basis, based on the guidelines included in the grant announcements. Preference will be given to:

    1. libraries that have neither Z39.50 nor web based catalog access,
    2. libraries that do not have Z39.50 accessible catalogs, and
    3. libraries that wish to support other local library catalog accessibility via Z39.50

- Applicants must show the actual cost of the activities associated with the grant and use that cost as the basis for the amount of funding requested; and

- $7,500 will be the maximum amount allowed for the grant.

GENERAL OVERALL PROGRAM UPDATE:

CURRENT STATUS: The CLSA Statewide Data Base Program continues to support resource sharing throughout the State. Exhibit C shows the final disbursement of program funds for fiscal year 2003/04.

Contributions to OCLC

Following early data collection efforts, which led to the production of a microfiche catalog, the California Library Services Board selected OCLC in 1984 as a service utility to provide the CLSA Data Base online. Contributions of records and holdings are made to OCLC under a variety of contractual agreements with California public libraries. The number of holdings records at the end of each of the five previous quarters were:

June 2003	21,249,489
September 2003	21,380,585
December 2003	21,791,032
March 2004	21,791,032
June 2004	22,269,903

During the twelve months prior to the middle of June 2004, 1,020,414 holdings records were added to OCLC at an average of over 85,034 records per month. The latest holdings report from OCLC is attached as Exhibit D to this agenda item.

When CLSA and OCLC entered into the original Memorandum of Understanding (MOU) in 1985, the approved utilities were: Auto-Graphics, Brodart, RLIN, and OCLC. OCLC has been asked by CLSA participants to accept and load via batchloading records acquired from input utilities not previously identified in the MOU. In order to accommodate this request, OCLC has proposed that Article II.D(3) of the MOU be amended to include additional input utilities. In August 2004 the State Librarian signed an agreed to expand the list of input utilities to include: Baker and Taylor, Book Wholesalers, Ingram, and Marcive. This is being provided as information; no Board action is required.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:

1. Update on OCLC California public library holdings.
2. Update on 2004/05 subsidy claims.

Relevant Committee: Resource Sharing
Staff Liaison: Ira Bray

Doc. 6887

CLSA Statewide Database Subsidy
Z39.50 Access Information

EXHIBIT A

Name	System	OCLC Subsidy	2003-2004 Subsidy	Direct Z Access	Part of Union	Gateway Also	Gateway Only	No Z39.50 Access	No web catalog
Alameda County Library	BALIS		X	X					
Alameda Free Library	BALIS		X	X					
Alhambra Public Library	MCLS		X	X					
Alpine County Library	MVLS		X	X		X			
Altadena Library District	MCLS		X	X					
Amador County Library	4999CLS		X	X		X			
Anaheim Public Library	SLS	X		X					
Arcadia Public Library	MCLS		X	X					
Azusa City Library	MCLS							X	
Banning Unified School District Library	ILS							X	X
Beaumont District Library	ILS		X	X					
Belvedere-Tiburon Library Agency	NBCLS		X	X	X	X			
Benicia Public Library	NBCLS		X	X	X	X			
Berkeley Public Library	BALIS		X	X					
Beverly Hills Public Library	MCLS		X	X					
Brawley Public Library	SERRA							X	X
Buena Park Library District	SLS		X	X					
Burbank Public Library	MCLS	X						X	
Burlingame Public Library	PLS		X		X		X		
Butte County Library	NSCLS		X				X		
Calabasas Public Library	MCLS		X	X					
Calaveras County Library	4999CLS		X				X		
Calexico / Camarena Public Library	SERRA		X	X					
Carlsbad City Library	SERRA							X	
Carmel / Harrison Memorial Library	MBCLS		X				X		
Cerritos Public Library	MCLS							X	
Chula Vista Public Library	SERRA		X	X					
Coalinga District Library	SJVLS		X	X	X	X			
Colton Public Library	ILS	X						X	X
Colusa County Free Library	MVLS		X	X	X	X			
Commerce Public Library	MCLS		X	X					X
Contra Costa County Library	BALIS	X						X	
Corona Public Library	ILS		X	X					
Coronado Public Library	SERRA		X	X					
Covina Public Library	MCLS		X	X					
Daly City Public Library	PLS		X		X		X		
Del Norte County Library	NSCLS			X		X			X
Dixon Public / Dixon Unified School District	NBC		X	X		X			
Downey City Library	MCLS							X	
El Centro Public Library	SERRA							X	
El Dorado County Library	MVLS		X	X		X			
El Segundo Public Library	MCLS	X	X					X	
Escondido Public Library	SERRA							X	
Folsom Public Library	MVLS		X	X	X	X			
Fresno County Free Library	SJVLS		X	X	X	X			
Fullerton Public Library	Independent	X						X	
Glendale Public Library	MCLS		X	X	X				
Glendora Public Library	MCLS		X	X					
Hayward Public Library	BALIS		X	X					
Hemet Public Library	ILS							X	
Humboldt County Library	NSCLS		X	X		X			
Huntington Beach Public Library	Independent							X	
Imperial County Free Library	SERRA			X					
Imperial Public Library	SERRA							X	X
Inglewood Public Library	SSCLS							X	
Inyo County Free Library	ILS	X						X	X
Irwindale Public Library	MCLS							X	

CLSA Statewide Database Subsidy
Z39.50 Access Information

EXHIBIT A

Name	System	OCLC Subsidy	2003-2004 Subsidy	Direct Z Access	Part of Union	Gateway Also	Gateway Only	No Z39.50 Access	No web catalog
Kern County Library	SJVLS		X	X	X	X			
Kings County Library	SJVLS		X	X	X	X			
Lake County Library	NBCLS		X	X	X	X			
Larkspur Public Library	NBCLS		X	X	X	X			
Lincoln Public Library	MVLS		X	X					
Livermore Public Library	BALIS		X	X					
Lodi Public Library	4999CLS		X	X		X			
Lompoc Public Library	BGCLS		X	X	X	X			
Long Beach Public Library	MCLS		X	X	X				
Los Angeles County Public Library	SSCLS			X					
Los Angeles Public Library	MCLS							X	
Los Gatos Memorial Library	SVLS		X	X					
Madera County Library	SJVLS		X	X	X	X			
Marin County Free Library	NBCLS		X	X	X	X			
Mariposa County Library	SJVLS		X	X	X	X			
Mendocino County Library	NBCLS		X	X	X	X			
Menlo Park Public Library	PLS		X		X		X		
Merced County Library	4999CLS		X				X		
Mill Valley Public Library	NBCLS		X	X		X			
Mission Viejo Public Library	SLS		X	X					
Modoc County Library	NSCLS		X				X		
Mono County Free Library	MVLS		X	X	X	X			
Monrovia Public Library	MCLS	X	X					X	
Monterey County Library	MBCLS		X				X		
Monterey Park / Bruggemeyer Memorial Library	MCLS		X	X					
Monterey Public Library	Independent		X	X	X	X			
Moreno Valley Public Library	ILS		X	X	X				
Mountain View Public Library	SVLS		X	X					
Murrieta Public Library	ILS		X	X	X				
Napa City-County Library	NBCLS		X	X	X	X			
National City Public Library	SERRA		X	X					
Nevada County Library	MVLS		X	X		X			
Newport Beach Public Library	SLS							X	
Oakland Public Library	BALIS		X	X					
Oceanside Public Library	SERRA	X						X	
Ontario Public Library	ILS	X						X	
Orange County Public Library	SLS							X	
Orange Public Library	SLS		X					X	
Orland Free Library	NSCLS		X				X		
Oxnard Public Library	MCLS							X	
Pacific Grove Public Library	MBCLS		X	X	X	X			
Palm Springs Public Library	ILS	X	X					X	
Palmdale City Library	SSCLS		X	X					
Palo Alto City Library	SVLS		X	X					
Palo Verde Valley District Library	ILS							X	X
Palos Verdes Library District	MCLS		X					X	
Pasadena Public Library	SSCLS			X	X				
Paso Robles Public Library	BGCLS		X	X	X	X			
Placentia Library District	SLS	X	X					X	
Placer County Library	MVLS		X	X		X			
Pleasanton Public Library	BALIS		X	X					
Plumas County Library	NSCLS		X	X		X			
Pomona Public Library	MCLS		X	X					
Porterville Public Library	SJVLS		X	X	X	X			
Rancho Cucamonga Public Library	ILS		X	X					
Rancho Mirage Public Library	ILS		X	X					
Redlands / A. K. Smiley Public Library	Independent			X					

CLSA Statewide Database Subsidy
Z39.50 Access Information

EXHIBIT A

Name	System	OCLC Subsidy	2003-2004 Subsidy	Direct Z Access	Part of Union	Gateway Also	Gateway Only	No Z39.50 Access	No web catalog
Redondo Beach Public Library	MCLS	X	X					X	
Redwood City Public Library	PLS		X				X		
Richmond Public Library	NBCLS		X				X		
Riverside County Library System	ILS		X	X	X				
Riverside Public Library	ILS		X	X	X				
Roseville Public Library	MVLS		X				X		
Sacramento Public Library	MVLS		X	X	X	X			
Salinas Public Library	MBCLS		X				X		
San Anselmo Public Library	NBCLS		X	X	X	X			
San Benito County Free Library	MBCLS		X	X		X			
San Bernardino County Library	ILS		X	X					
San Bernardino Public Library	ILS		X	X					
San Bruno Public Library	PLS		X		X		X		
San Diego County Library	SERRA		X	X					
San Diego Public Library	SERRA		X	X					
San Francisco Public Library	BALIS		X	X					
San Jose Public Library	SVLS		X	X					
San Juan Bautista City Library	MBCLS							X	X
San Leandro Community Library	Independent		X	X					
San Luis Obispo City-County Library	BGCLS		X	X	X	X			
San Marino Public Library	MCLS		X	X					
San Mateo County Library	PLS		X		X		X		
San Mateo Public Library	PLS		X		X		X		
San Rafael Public Library	NBCLS		X	X	X	X			
Santa Ana Public Library	Independent	X	X					X	
Santa Barbara Public Library	BGCLS		X	X	X	X			
Santa Clara City Library	SVLS		X	X					
Santa Clara County Free Library	SVLS		X	X					
Santa Cruz Public Library	MBCLS		X	X		X			
Santa Fe Springs City Library	MCLS				X			X	
Santa Maria Public Library	BGCLS		X	X	X	X			
Santa Monica Public Library	MCLS							X	
Santa Paula / Blanchard Community Library	BGCLS		X	X	X	X			
Sausalito Public Library	NBCLS		X	X	X	X			
Shasta County Library	NSCLS		X	X		X			
Sierra Madre Public Library	MCLS							X	
Signal Hill Public Library	MCLS		X	X					
Siskiyou County Public Library	NSCLS		X	X		X			
Solano County Library	NBCLS		X	X	X	X			
Sonoma County Library	NBCLS		X		X		X		
South Pasadena Public Library	MCLS		X	X					
South San Francisco Public Library	PLS		X		X		X		
St. Helena Public Library	NBCLS		X	X	X	X			
Stanislaus County Free Library	4999CLS		X	X		X			
Stockton-San Joaquin County Public Library	4999CLS		X	X		X			
Sunnyvale Public Library	SVLS		X	X					
Susanville District Library	NSCLS		X				X		X
Sutter County Library	MVLS		X	X	X	X			
Tehama County Library	NSCLS		X	X		X			
Thousand Oaks Public Library	MCLS							X	
Torrance Public Library	MCLS							X	
Trinity County Library	NSCLS		X	X		X			
Tulare County Free Library	SJVLS		X	X	X	X			
Tulare Public Library	SJVLS		X	X	X	X			
Tuolumne County Free Library	4999CLS		X				X		
Upland Public Library	ILS		X	X					
Ventura County Library	BGCLS		X	X		X			

CLSA Statewide Database Subsidy
Z39.50 Access Information

EXHIBIT A

Name	System	OCLC Subsidy	2003-2004 Subsidy	Direct Z Access	Part of Union	Gateway Also	Gateway Only	No Z39.50 Access	No web catalog
Vernon Public Library	Independent							X	X
Watsonville Public Library	MBCLS		X	X		X			
Whittier Public Library	MCLS		X	X					
Willows Public Library	NSCLS		X				X		
Woodland Public Library	MVLS		X	X	X	X			
Yolo County Library	MVLS		X				X		
Yorba Linda Public Library	SLS							X	
Yuba County Library	MVLS		X	X		X			

Exhibit C

CLSA STATEWIDE DATA BASE PROGRAM 2003-2004
June 17, 2004

Library/Systems	Subsidy Claims						Z39.50 Server Software Grant	
	$69	$550	$800		$5,500			
Alameda County Library		**1**						
Alameda Free Library		**1**						
Alhambra Public Library		**1**						
Alpine County Library			**1**	**800**				
Altadena Library District		**1**						
Amador County Library			**1**	**800**				
Anaheim Public Library	**1**							
Arcadia Public Library		**1**						
Azusa City Library								
Banning USD Library District								
Bay Area Library & Information System								
Beaumont Library District		**1**						
Belevedere-Tiburon Library			**1**	**800**				
Benicia Public Library			**1**	**800**				
Berkeley Public Library		**1**						
Beverly Hills Public Library		**1**						
Black Gold Cooperative Library System					**1**	**5,500**		
Brawley Public Library								
Buena Park Library District		**1**						
Burbank Public Library	**1**							
Burlingame Public Library		**1**						
Butte County Library			**1**	**800**				
Calabasas Public Library (City of)		**1**						
Calaveras County Library		**1**						
Camarena Memorial Public Library		**1**						
Carlsbad City Library								
(Carmel) Harrison Memorial Library		**1**						
Cerritos Public Library								
Chula Vista Public Library		**1**						
Coalinga-Huron District Library			**1**	**800**				
Colton Public Library								
Colusa County Library			**1**	**800**				
(City of) Commerce Public Library		**1**						
Contra Costa County Library	**1**							
Corona Public Library		**1**						
Coronado Public Library		**1**						
Covina Public Library		**1**						
Daly City Public Library		**1**						
Del Norte County Library District		**1**						
Dixon Public Library			**1**	**800**				
Downey City Library								

Library/Systems	Subsidy Claims						Z39.50 Server Software Grant	
	$69	$550	$800		$5,500			
El Centro Public Library								
El Dorado County Library			**1**	**800**				
El Segundo Public Library	**1**							
Escondido Public Library								
49-99 Cooperative Library System					**1**	**5,500**		
Folsom Public Library			**1**	**800**				
Fresno County Free Library			**1**	**800**				
Fullerton Public Library	**1**							
Glendale Public Library		**1**						
Glendora Public Library		**1**						
Hayward Public Library			**1**	**675**				
Hemet Public Library								
Humboldt County Library			**1**	**800**				
Huntington Beach Library								
Imperial County Free Library							**1**	**7,496**
Imperial Public Library								
Inglewood Public Library								
Inland Library System	**1**							
Inyo County Free Library								
Irwindale Public Library								
Kern County Library			**1**	**800**				
Kings County Library			**1**	**800**				
Lake County Library			**1**	**800**				
Larkspur Public Library			**1**	**800**				
Lincoln Public Library			**1**	**800**				
Livermore Public Library			**1**	**675**				
Lodi Public Library			**1**	**800**				
Lompoc Public Library			**1**	**800**				
Long Beach Public Library		**1**						
Los Angeles Public Library								
(County of) Los Angeles Public Library								
Los Gatos Public Library			**1**	**675**				
Madera County Library			**1**	**800**				
Marin County Library			**1**	**800**				
Mariposa County Library			**1**	**800**				
Mendocino County Library			**1**	**800**				
Menlo Park Public Library		**1**						
Merced County Library		**1**						
Metropolitan Cooperative Library System								
Mill Valley Public Library			**1**	**800**				
Mission Viejo Library		**1**						
Modoc County Library		**1**						
Mono County Free Library			**1**	**800**			**1**	**7,500**
Monrovia Public Library	**1**							
Monterey Bay Area Coop. Library System					**1**	**5,500**		

Library/Systems	Subsidy Claims						Z39.50 Server Software Grant	
	$69	$550	$800		$5,500			
Monterey County Free Libraries			**1**	**800**				
(Monterey Park) Bruggemeyer Mem. Library		**1**						
Monterey Public Library			**1**	**800**				
Moreno Valley Public Library		**1**						
Mountain Valley Library System					**1**	**5,500**		
Mountain View Public Library			**1**	**675**				
Murrieta Public Library		**1**						
Napa City-County Library			**1**	**800**				
National City Public Library		**1**						
Nevada County Library			**1**	**800**				
Newport Beach Public Library								
North Bay Cooperative Library System					**1**	**5,500**		
North State Cooperative Library System					**1**	**5,500**		
Oakland Public Library		**1**						
Oceanside Public Library	**1**							
Ontario City Library	**1**							
Orange County Public Library								
Orange Public Library		**1**						
Orland Free Library		**1**						
Oxnard Public Library								
Pacific Grove Public Library			**1**	**800**				
Palm Springs Public Library	**1**							
Palmdale City Library		**1**						
Palo Alto City Library			**1**	**675**				
Palo Verde Valley Library District								
Palos Verdes Library District		**1**						
Pasadena Public Library								
Paso Robles Public Library			**1**	**800**				
Peninsula Library System					**1**	**5,500**		
Placentia Library District	**1**							
Placer County Library			**1**	**800**				
Pleasanton Public Library		**1**						
Plumas County Library			**1**	**800**				
Pomona Public Library		**1**						
Porterville Public Library			**1**	**800**				
Rancho Cucamonga Public Library		**1**						
Rancho Mirage Public Library		**1**						
(Redlands) A.K. Smiley Public Library		**1**						
Redondo Beach Public Library	**1**							
Redwood City Public Library		**1**						
Richmond Public Library		**1**						
Riverside County Library System		**1**						
Riverside Public Library		**1**					**1**	**7,500**
Roseville Public Library			**1**	**800**				
Sacramento Public Library			**1**	**800**				

Library/Systems	Subsidy Claims						Z39.50 Server Software Grant	
	$69	$550	$800		$5,500			
Salinas Public Library		**1**						
San Anselmo Public Library			**1**	**800**				
San Benito County Library			**1**	**800**				
San Bernardino County Library		**1**						
San Bernardino Public Library		**1**						
San Bruno Public Library		**1**						
San Diego County Library		**1**						
San Diego Public Library		**1**						
San Francisco Public Library			**1**	**675**				
San Joaquin Valley Library System					**1**	**5,500**		
San Jose Public Library			**1**	**675**				
San Juan Bautista Library								
San Leandro Public Library		**1**						
San Luis Obispo City-County Library			**1**	**800**				
San Marino Public Library		**1**						
San Mateo County Library		**1**						
San Mateo Public Library		**1**						
San Rafael Public Library			**1**	**800**				
Santa Ana Public Library	**1**							
Santa Barbara Public Library			**1**	**800**				
Santa Clara County Library			**1**	**675**				
Santa Clara Public Library			**1**	**675**				
Santa Cruz Public Library			**1**	**800**				
Santa Fe Springs City Library								
Santa Maria Public Library			**1**	**800**				
Santa Monica Public Library								
(Santa Paula) Blanchard Comm. Library			**1**	**800**				
Santiago Library System								
Sausalito Public Library			**1**	**800**				
Serra Cooperative Library System	**1**							
Shasta County Library			**1**	**800**				
Sierra Madre Public Library								
Signal Hill Public Library		**1**						
Silicon Valley Library System					**1**	**2,750**		
Siskiyou County Library			**1**	**800**				
Solano County Library			**1**	**800**				
Sonoma County Library			**1**	**800**				
South Pasadena Public Library		**1**						
South San Francisco Public Library		**1**						
St. Helena Public Library			**1**	**800**				
Stanislaus County Library			**1**	**800**				
Stockton-San Joaquin County Pub. Library			**1**	**800**				
Sunnyvale Public Library			**1**	**675**				
Susanville Public Library		**1**						
Sutter County Library			**1**	**800**				

Library/Systems	Subsidy Claims						Z39.50 Server Software Grant	
	$69	$550	$800		$5,500			
Tehama County Library			**1**	**800**				
Thousand Oaks Library								
Torrance Public Library								
Trinity County Library			**1**	**800**				
Tulare County Free Library			**1**	**800**				
Tulare Public Library			**1**	**800**				
Tuolumne County Free Library		**1**						
Upland Public Library		**1**						
Ventura County Library			**1**	**800**				
Vernon Public Library								
Watsonville Public Library			**1**	**800**				
Whittier Public Library		**1**						
Willows Public Library		**1**						
Woodland Public Library			**1**	**800**				
Yolo County Library		**1**						
Yorba Linda Public Library								
Yuba County Library			**1**	**800**				
Number of Awards	**14**	**65**	**71**		**9**		**3**	
Award Amount	**$69**	**$550**		**$800**		**5,500**		
TOTAL	**$966**	**$35,750**	**$55,550**		**$46,750**		**$22,496**	
Percent of public libraries claiming subsidy reimbursement	8%	36%	40%		**Grand Total**		**$161,512**	

CHANGE IN HOLDINGS FOR C$LA MEMBERS: FISCAL 2004 BY INSTITUTION NAME

Institution	Institution Code	Cooperative Code	June 2004 Holdings	March 2004 Holdings	Change in Holdings	% Change in Holdings	Holdings Deleted Through 06/2004	Noncurrent Cataloging Through 06/2004	Adjusted Change in Holdings
49-99 COOP LIBR SYST	CLP	49-99	0	0	0	0	0	0	0
ALAMEDA CNTY LIBRARY	JQA	BALIS	292,830	284,406	8,424	2.96	4,216	0	12,640
ALAMEDA FREE LIBR	JQB	BALIS	104,323	102,148	2175	2.13	0	0	2175
ALHAMBRA PUB LIBR	ALH	MCLS	87,166	84,563	2603	3.08	1298	0	3901
ALPINE CNTY LIBR	JQC	MVLS	8,267	8,267	0	0	0	0	0
ALTADENA LIBR DIST	ALD	MCLS	124,284	124,937	-653	-0.52	7,844	0	7,191
AMADOR CNTY LIBR	ADR	49-99	37,888	37,592	296	0.79	152	0	448
ANAHEIM PUB LIBR	JQD	Santiago	37,677	37,654	23	0.06	53	0	76
ARCADIA PUB LIBR	CGB	MCLS	6,532	5,518	1014	18.38	0	0	1014
AUBURN-PLACER CNTY LIBR	APR	MVLS	168,982	164,686	4296	2.61	5662	0	9958
AZUSA CITY LIBR	CGD	MCLS	65,186	62,437	2749	4.4	1187	0	3,936
BANNING UNIFIED SCH DIST, LIBR	JQE	Inland	27,008	26,517	491	1.85	1192	0	1683
BAY AREA LIBR & INFO SYST	BAS	BALIS	0	0	0	0	0	0	0
BEAUMONT LIBR DIST	JRH	Inland	32,156	30,608	1548	5.06	215	0	1763
BENICIA PUBLIC LIBRARY	JUA	North Bay	36,413	34,074	2339	6.86	44	0	2383
BERKELEY PUB LIBR	JQF	BALIS	300,214	293,487	6,727	2.29	59	0	6,786
BEVERLY HILLS PUB LIBR	BHP	MCLS	253,485	252,323	1,162	0.46	10,723	0	11,885
BLACK GOLD COOP LIBR SYST	BGC	Black Gold	0	0	0	0	0	0	0
BLANCHARD COMMUN LIBR	JTI	Black Gold	40,835	39,795	1040	2.61	0	0	1040
BRAWLEY PUB LIBR	BRW	Serra	7,855	7,855	0	0	0	0	0
BRUGGEMEYER MEM LIBR	MEY	MCLS	115,412	112,863	2549	2.26	1760	0	4309
BUENA PARK LIBR DIST	JQG	Santiago	31,776	31,762	14	0.04	0	0	14
BURBANK PUB LIBR	BUR	MCLS	149,068	141,303	7,765	5.5	2	0	7,767
BURLINGAME PUB LIBR	JQH	Peninsula	155,720	152,740	2980	1.95	7	0	2987
BUTTE CNTY LIBR	JQI	North State	99,794	99,798	-4	0	0	0	-4
CALAVERAS CNTY LIBR	CVS	49-99	44,601	42,382	2219	5.24	0	0	2219
CALEXICO PL ENRIQUE CAMARENO	JTM	Serra	0	0	0	0	0	0	0
CERRITOS LIBR	CER	MCLS	175,502	170,118	5,384	3.16	3297	0	8,681
CHULA VISTA PUB LIBR	CVL	Serra	310,345	306,076	4269	1.39	8,261	0	12,530
CITY OF CALABASAS LIBR	CZ#	MCLS	8,157	7,258	899	12.39	0	0	899
COALINGA HURON LIBR DIST	JQK	SJVLS	13,292	13,292	0	0	0	0	0
COLTON PUB LIBR	CUB	Inland	37,055	37,055	0	0	0	0	0

CHANGE IN HOLDINGS FOR C$LA MEMBERS: FISCAL 2004 BY INSTITUTION NAME

Institution	Institution Code	Cooperative Code	June 2004 Holdings	March 2004 Holdings	Change in Holdings	% Change in Holdings	Holdings Deleted Through 06/2004	Noncurrent Cataloging Through 06/2004	Adjusted Change in Holdings
COLUSA CNTY FREE LIBR	CUP	MVLS	48,472	48,387	85	0.18	0	0	85
COMMERCE PUB LIBR	CCZ	MCLS	84,930	83,563	1367	1.64	92	0	1459
CONTRA COSTA CNTY LIBR	JQJ	BALIS	218,240	209,671	8569	4.09	796	0	9365
CORONA PUB LIBR	JQL	Inland	114,061	106,993	7068	6.61	617	0	7685
CORONADO PUB LIBR	CNP	Serra	108,624	106,550	2074	1.95	2486	0	4,560
COUNTY OF LOS ANGELES PUB LIBR	JQW	South State	502,875	499,122	3,753	0.75	5	0	3,758
COVINA PUB LIBR	CVP	MCLS	95,048	93,794	1254	1.34	3026	0	4,280
DALY CITY PUB LIBR	JQM	Peninsula	57,730	54,891	2839	5.17	49	0	2888
DEL NORTE CNTY LIBR DIST	JQN	North State	2,835	2,835	0	0	0	0	0
DIXON PUB LIBR	JTK	MVLS	32,046	35,690	-3644	-10.21	0	0	-3644
DOWNEY CITY LIBR	DOC	MCLS	113,048	109,999	3049	2.77	4,631	0	7,680
EL CENTRO PUB LIBR	JQO	Serra	180	180	0	0	0	0	0
EL DORADO CNTY LIBR	JQP	MVLS	146,136	144,741	1395	0.96	4232	0	5627
EL SEGUNDO PUB LIBR	CGE	MCLS	122,356	120,453	1903	1.58	2066	0	3,969
ESCONDIDO PUB LIBR	JQQ	Serra	12,535	11,064	1471	13.3	0	0	1471
FOLSOM PUB LIBR	FPQ	MVLS	57,070	56,327	743	1.32	1614	0	2,357
FRESNO CNTY FREE LIBR	JQR	SJVLS	124,961	123,355	1,606	1.3	0	0	1,606
FULLERTON PUB LIBR	FUP	Independent	159,567	159,720	-153	-0.1	4,056	0	3,903
GLENDALE PUB LIBR	CGL	MCLS	377,028	370,188	6,840	1.85	2,499	0	9,339
GLENDORA LIBR & CULTURAL CTR	CGF	MCLS	99,973	96,630	3343	3.46	115	0	3458
HARRISON MEM LIBR	JQS	MOBAC	40,318	37,657	2661	7.07	0	0	2661
HAYWARD PUB LIBR	HAY	BALIS	97,268	97,616	-348	-0.36	3,628	0	3,280
HEMET PUB LIBR	HEM	Inland	63,492	60,055	3437	5.72	2	0	3439
HUMBOLDT CNTY LIBR	EHU	North State	77,321	72,997	4,324	5.92	0	0	4,324
HUNTINGTON BEACH LIBR	HBL	Independent	209,517	210,857	-1,340	-0.64	10688	0	9,348
ILEON, CARLSBAD CITY LIBR	CCP	Serra	240,002	236,287	3,715	1.57	8,548	0	12,263
IMPERIAL CNTY LAW LIBR	JQT	Serra	7,514	7,514	0	0	0	0	0
IMPERIAL PUB LIBR	JQU	Serra	15	15	0	0	0	0	0
INGLEWOOD PUB LIBR	JQV	South State	13,568	12,730	838	6.58	0	0	838
INLAND LIBR SYST	LNI	Inland	343	326	17	5.21	0	0	17
INYO CNTY FREE LIBR	IAJ	Inland	28,103	27,268	835	3.06	149	0	984
KERN CNTY LIBR SYST	KLC	SJVLS	170,071	164,620	5,451	3.31	1020	0	6,471
KINGS CNTY LIBR	CKC	SJVLS	92,348	92,348	0	0	0	0	0
LAKE CNTY LIBR	JQX	North Bay	73,568	72,802	766	1.05	0	0	766
LARKSPUR PUB LIBR	JQY	North Bay	18,931	18,781	150	0.8	0	0	150

CHANGE IN HOLDINGS FOR C$LA MEMBERS: FISCAL 2004 BY INSTITUTION NAME

Institution	Institution Code	Cooperative Code	June 2004 Holdings	March 2004 Holdings	Change in Holdings	% Change in Holdings	Holdings Deleted Through 06/2004	Noncurrent Cataloging Through 06/2004	Adjusted Change in Holdings
LINCOLN PUB LIBR	JQZ	MVLS	1,071	1,071	0	0	0	0	0
LIVERMORE PUB LIBR	LIV	BALIS	92,413	79,143	13270	16.77	0	0	13270
LODI PUB LIBR	LOD	49-99	48,772	45,743	3029	6.62	560	0	3589
LOMPOC PUB LIBR	LOM	Black Gold	76,060	73,771	2289	3.1	35	0	2324
LONG BEACH PUB LIBR	CLB	MCLS	337,775	329,453	8,322	2.53	12	0	8,334
LOS ANGELES PUB LIBR	LPU	MCLS	1,236,999	1,205,287	31,712	2.63	1023	0	32,735
LOS GATOS MEM LIBR	LGA	SVLS	2,204	2,204	0	0	0	0	0
MADERA CNTY LIBR	MDR	SJVLS	18,106	18,106	0	0	0	0	0
MAMMOTH LAKES LIBR	JRC	MVLS	35,515	35,446	69	0.19	0	0	69
MARIN CNTY FREE LIBR	JRG	North Bay	192,782	192,795	-13	-0.01	295	0	282
MARIPOSA CNTY LIBR	MCX	SJVLS	2,333	2,333	0	0	0	0	0
MENDOCINO CNTY LIBR	JTN	North Bay	80,230	79,521	709	0.89	13	0	722
MENLO PARK PUB LIBR	JRF	Peninsula	67,374	66,052	1322	2	0	0	1322
MERCED CNTY LIBR	MCF	49-99	176,748	172,666	4,082	2.36	237	0	4,319
METROPOLITAN COOP LIBR SYST	MSH	MCLS	1,089	1,089	0	0	0	0	0
MILL VAL PUB LIBR	MLV	North Bay	46,291	46,291	0	0	0	0	0
MISSION VIEJO LIBR	MMK	Santiago	90,600	90,273	327	0.36	4,146	0	4,473
MODOC CNTY LIBR	JRE	North State	4,630	4,631	-1	-0.02	0	0	-1
MONROVIA PUB LIBR	MRV	MCLS	18,590	16,081	2,509	15.6	1	0	2,510
MONTEREY BAY AREA COOP LIBR	MBL	MOBAC	0	0	0	0	0	0	0
MONTEREY CNTY FREE LIBR	JRB	MOBAC	142,163	133,579	8,584	6.43	2,110	0	10,694
MONTEREY PUB LIBR	JRD	Independent	75,418	71,850	3,568	4.97	0	0	3,568
MOUNTAIN VAL LIBR SYST	MVL	MVLS	0	0	0	0	0	0	0
MOUNTAIN VIEW PUB LIBR	MVP	SVLS	210,863	210,279	584	0.28	7,995	0	8,579
NAPA CITY CNTY LIBR	JRI	North Bay	182,084	177,332	4752	2.68	370	0	5,122
NATIONAL CITY PUB LIBR	JRJ	Serra	26,121	26,121	0	0	0	0	0
NEVADA CNTY LIBR	NEV	MVLS	135,236	130,377	4,859	3.73	113	0	4,972
NEWPORT BEACH PUB LIBR	CNB	Santiago	191,231	190,999	232	0.12	13926	0	14158
NORTH BAY COOP LIBR SYST	NOB	North Bay	0	0	0	0	0	0	0
NORTH STATE COOP LIBR SYST	NSO	North State	20	20	0	0	0	0	0
OAKLAND PUB LIBR	JRK	BALIS	401,242	391,268	9,974	2.55	165	0	10,139
OCEANSIDE PUB LIBR	JRL	Serra	130,645	125,198	5447	4.35	1	0	5448
ONTARIO CITY LIBR	ONT	Inland	109,018	101,878	7140	7.01	15	0	7155
ORANGE CNTY PUB LIBR	ORK	Santiago	405,066	389,472	15,594	4	4,364	0	19,958
ORANGE PUB LIBR	ORO	Santiago	166,486	172,085	-5599	-3.25	11240	0	5641

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ORLAND FREE LIBR	JRM	North State	6,844	6,844	0	0	0	0	0
OXNARD PUB LIBR	JRN	MCLS	79,574	67,811	11763	17.35	0	0	11763
PACIFIC GROVE PUB LIBR	PAK	MOBAC	34,319	31,957	2362	7.39	0	0	2362
PALM SPRINGS PUB LIBR	CPG	Inland	148,086	151,848	-3,762	-2.48	9503	0	5,741
PALMDALE CITY LIBR	PAX	SGL	78,107	75,293	2,814	3.74	2792	0	5,606
PALO ALTO CITY LIBR	PAP	SVLS	153,719	148,265	5,454	3.68	927	0	6,381
PALO VERDE VAL DIST LIBR	PVV	Inland	4,896	4,896	0	0	0	0	0
PALOS VERDES LIBR DIST	PVL	MCLS	170,089	167,765	2,324	1.39	4,576	0	6,900
PASADENA PUB LIBR	CPP	South State	351,752	344,843	6,909	2	6,728	0	13,637
PASO ROBLES PUB LIBR	JRP	Black Gold	47,661	46,416	1245	2.68	1	0	1246
PENINSULA LIBR SYST	CZP	Peninsula	65,676	65,287	389	0.6	11	0	400
PLACENTIA LIBR DIST	JRO	Santiago	12,355	12,355	0	0	0	0	0
PLUMAS CNTY LIBR	PLU	North State	6,809	6,809	0	0	0	0	0
POMONA PUB LIBR	PFO	MCLS	266,786	263,948	2838	1.08	4,535	0	7,373
PORTERVILLE PUB LIBR	PPL	SJVLS	19,275	19,275	0	0	0	0	0
RANCHO CUCAMONGA PUB LIBR	RCK	Inland	1,155	1,155	0	0	0	0	0
RANCHO MIRAGE PUB LIBR	RMQ	Inland	15,163	13,903	1260	9.06	0	0	1260
REDONDO BEACH PUB LIBR	RBP	MCLS	151,998	147,748	4,250	2.88	833	0	5,083
REDWOOD CITY PUB LIBR	JRQ	Peninsula	166,876	161,974	4,902	3.03	479	0	5,381
RICHMOND PUB LIBR	JRR	North Bay	92,490	92,488	2	0	0	0	2
RIVERSIDE CNTY LAW LIBR	RCI	Inland	6,354	6,221	133	2.14	104	0	237
RIVERSIDE CNTY LIBR SYST	RRT	Inland	186,109	183,781	2328	1.27	10	0	2338
RIVERSIDE PUB LIBR	CRP	Inland	297,841	293,201	4,640	1.58	114	0	4,754
ROSEVILLE PUB LIBR	RSV	MVLS	99,508	99,842	-334	-0.33	7,688	0	7,354
SACRAMENTO PUB LIBR	JRS	MVLS	518,361	506,242	12,119	2.39	7,111	0	19,230
SAINT HELENA PUB LIBR	JTJ	North Bay	57,814	57,399	415	0.72	1,612	0	2027
SALINAS PUB LIBR	SPU	MOBAC	218,058	211,657	6,401	3.02	307	0	6,708
SAN ANSELMO PUB LIBR	JTG	North Bay	31,813	31,813	0	0	0	0	0
SAN BENITO CNTY FREE LIBR	JRV	MOBAC	122	122	0	0	0	0	0
SAN BERNARDINO CNTY LIBR	CBL	Inland	195,695	196,401	-706	-0.36	213	0	-493
SAN BERNARDINO PUB LIBR	SBD	Inland	110,953	111,883	-930	-0.83	1650	0	720
SAN BRUNO PUB LIBR	JRX	Peninsula	48,399	46,797	1602	3.42	336	0	1938
SAN DIEGO CNTY LIBR	SDG	Serra	196,860	190,363	6,497	3.41	118	0	6,615
SAN DIEGO PUB LIBR	JTB	Serra	309,794	295,466	14,328	4.85	70	0	14,398

CHANGE IN HOLDINGS FOR C$LA MEMBERS: FISCAL 2004 BY INSTITUTION NAME

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SAN FRANCISCO PUB LIBR	SFR	BALIS	851,826	818,926	32,900	4.02	1007	0	33,907
SAN JOAQUIN VAL LIBR SYST	SJL	SJVLS	54,459	53,393	1066	2	0	0	1066
SAN JOSE PUB LIBR	SJP	SVLS	599,773	601,070	-1297	-0.22	1037	0	-260
SAN JUAN BAUTISTA CITY LIBR	JTU	MOBAC	4	4	0	0	0	0	0
SAN LEANDRO COMMUN LIBR	JTW	Independent	165,684	162,286	3,398	2.09	2020	0	5,418
SAN LUIS OBISPO CITY/CNTY LIBR	SLO	Black Gold	157,331	151,819	5,512	3.63	26	0	5,538
SAN MARINO PUB LIBR	CGG	MCLS	1,790	1,790	0	0	0	0	0
SAN MATEO CNTY LIBR	CZA	Peninsula	291,241	284,639	6,602	2.32	2470	0	9,072
SAN MATEO PUB LIBR	JTE	Peninsula	124,798	120,383	4415	3.67	0	0	4415
SAN RAFAEL PUB LIBR	SNR	North Bay	29,158	29,158	0	0	0	0	0
SANTA ANA PUB LIBR	JRT	Independent	127,123	125,497	1626	1.3	72	0	1698
SANTA BARBARA PUB LIBR	JRW	Black Gold	157,938	154,146	3792	2.46	6	0	3798
SANTA CLARA CITY LIBR	JRZ	SVLS	226,515	219,930	6,585	2.99	4401	0	10,986
SANTA CLARA CNTY FREE LIBR	JRY	SVLS	396,076	382,625	13,451	3.52	136	0	13,587
SANTA CRUZ PUB LIBR	JTA	MOBAC	25,489	25,303	186	0.74	0	0	186
SANTA FE SPRINGS LIBR	SFS	MCLS	57,092	55,995	1097	1.96	400	0	1497
SANTA MARIA PUB LIBR	JTF	Black Gold	117,849	114,081	3,768	3.3	4	0	3,772
SANTA MONICA PUB LIBR	SMP	MCLS	222,237	216,856	5,381	2.48	116	0	5,497
SANTIAGO LIBR SYST	SLN	Santiago	0	0	0	0	0	0	0
SAUSALITO PUB LIBR	JRU	North Bay	41,473	41,473	0	0	0	0	0
SERRA COOPERATIVE LIBRARY	SLS	Serra	0	0	0	0	0	0	0
SHASTA CNTY LIBR	JTC	North State	66,813	66,816	-3	0	0	0	-3
SIERRA MADRE LIBR	SIE	MCLS	50,054	48,466	1588	3.28	4	0	1592
SIGNAL HILL PUB LIBR	SH2	MCLS	2,030	1,837	193	10.51	0	0	193
SILICON VAL LIBR SYST	JTX	SVLS	0	0	0	0	0	0	0
SISKIYOU CNTY PUB LIBR	CIY	North State	92,283	93,390	-1107	-1.19	1189	0	82
SOLANO CNTY LIBR	JTD	North Bay	355,420	347,864	7,556	2.17	1482	0	9,038
SONOMA CNTY LIBR	JTH	North Bay	344,681	343,066	1615	0.47	13,949	0	15,564
SOUTH PASADENA PUB LIBR	SPA	MCLS	98,557	94,832	3725	3.93	1474	0	5199
SOUTH SAN FRANCISCO PUB LIBR	SSF	Peninsula	17,372	17,253	119	0.69	0	0	119
SOUTH STATE COOP LIBR SYST	SGL	South State	0	0	0	0	0	0	0
STANISLAUS CNTY FREE LIBR	CFL	49-99	378,619	371,298	7,321	1.97	2,853	0	10,174
STOCKTON-SAN JOAQUIN PUB LIBR	CSP	49-99	378,864	373,648	5,216	1.4	14,992	0	20,208
SUNNYVALE PUB LIBR	SXP	SVLS	221,860	218,223	3,637	1.67	27,766	0	31,403
SUSANVILLE DIST LIBR	JRA	North State	3,930	3,930	0	0	0	0	0

CHANGE IN HOLDINGS FOR C$LA MEMBERS: FISCAL 2004 BY INSTITUTION NAME

Institution	Institution Code	Cooperative Code	June 2004 Holdings	March 2004 Holdings	Change in Holdings	% Change in Holdings	Holdings Deleted Through 06/2004	Noncurrent Cataloging Through 06/2004	Adjusted Change in Holdings
SUTTER COUNTY LIBRARY	SUT	MVLS	118,215	117,700	515	0.44	439	0	954
TEHAMA CNTY LIBR	TEH	North State	10,932	10,934	-2	-0.02	1	0	-1
THOUSAND OAKS LIBR	JTV	MCLS	84,055	83,374	681	0.82	100	0	781
TORRANCE PUB LIBR	CGI	MCLS	61,561	60,753	808	1.33	0	0	808
TRINITY CNTY FREE LIBR	JTL	North State	1,325	1,325	0	0	0	0	0
TULARE CNTY, FREE LIBR	TCB	SJVLS	48,979	48,955	24	0.05	0	0	24
TULARE PUB LIBR	TPK	SJVLS	12,675	12,675	0	0	0	0	0
TUOLUMNE CNTY LIBR	TUO	49-99	70,388	70,922	-534	-0.75	3031	0	2497
UPLAND PUB LIBR	UPL	Inland	108,089	105,933	2,156	2.04	3,595	0	5,751
VENTURA CNTY LIBR	JTO	Black Gold	261,041	252,940	8,101	3.2	103	0	8,204
WATSONVILLE PUB LIBR	WTX	MOBAC	13,540	10,384	3156	30.39	8	0	3164
WHITTIER PUB LIBR	WRP	MCLS	145,830	142,432	3,398	2.39	17	0	3,415
WILLOWS PUB LIBR	JTP	North State	11,922	11,923	-1	-0.01	0	0	-1
WOODLAND PUB LIBR	JTQ	MVLS	104,812	103,374	1438	1.39	1622	0	3,060
YOLO CNTY LIBR	YOL	MVLS	208,493	204,085	4,408	2.16	6,179	0	10,587
YORBA LINDA LIBR DIST	JTR	Santiago	16,552	16,552	0	0	0	0	0
YUBA CNTY LIBR	JTS	MVLS	94,752	94,752	0	0	0	0	0
			22,269,903	**21,791,032**					

ACTION

AGENDA ITEM: Regional Library Network Development

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider requests for network affiliation of new members and requests for inclusion of additional participating libraries by existing member. *(On Consent Calendar)*

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the two requests for network affiliation for the members listed in Table A, with member services to begin immediately.

BACKGROUND:

Included in **Table A**, **Requests for Network Affiliation for New Members**, are the membership applications received from two potential new members. These two (2) applications have been approved by the boards of their regional library networks, and forwarded to the LoC Board for your approval. These two members represent two participating libraries.

According to the LoC Regulations, Section 20313, all requests for affiliation with regional library networks shall be approved by regional library networks and forwarded to the State Board for approval. Board policy allows for members to begin receiving member benefits immediately upon Board action, although network compensation will be assigned annually upon funds being appropriated to the State Budget. Both applications listed below have met the requirements of this regulation.

Table A
Requests for Network Affiliation for New Members

TIERRA DEL SOL

Member	**Participating Libraries**
Copper Mountain Community College District	Copper Mountain College Library

HEARTLAND

Member	**Participating Libraries**
Viticulture & Enology Research Center (VERC)	Petrucci Library

Recommendation:

For the past three (3) years, staff has been including approval of new memberships on the Board's Consent Calendar as approval has been a routine Board action. Earlier in the development of LoC, the Board questioned their ability to limit accepting new members based on funding availability. General Counsel Paul Smith responded to the Board by advising that there is nothing in the Act or the Regulations that allows the Board this option. If libraries are approved by their regional library networks for membership, and if they meet all the requirements of the Act, the Board must approve their membership at some point in time. As there is no funding for either statewide or regional programs for the Library of California in the budget for this fiscal year, and as there is not a significant cost to adding these new members at this time, staff is recommending approval of both memberships, with service to begin immediately. Revised membership statistics, including these new members and participating libraries, are attached as Exhibit A.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The Library of California (LoC) Regional Library Networks were required to submit final reports for each LoC program element that their plan of service specified funding for 2002/03. The LoC Board intended, during this period of limited funding, for networks to limit their activity to a small number of deliverables and services that could be clearly articulated or explained. Networks were also asked to describe the manner in which they worked with the CLSA Cooperative Library System(s) to provide for further transition of the CLSA to the Library of California. Those reports were received at the State Library in October 2003. A compilation of activities and expenditures are included as Exhibit B.

Network status: Regional Library Networks were given the option to file a plan of service for fiscal year 2003/04. Two networks, Sierra Valley and Tierra del Sol, submitted plans of service; and Sierra Valley submitted a plan of service for 2004/05. Copies are available upon request. Below is the latest summary of responses from Networks regarding their status as a region.

Cascade Pacific: Board of Directors continues to meet on occasion.

Golden Gateway: Operations were suspended as of July 1, 2003.

Sierra Valley: Continuing to provide services with reserve funds through 2004/05. The Board will decide early in 2005 what it plans to do for 2005/06.

Arroyo Seco: Board of Directors will meet in the fall of 2004 to decide future.

Tierra del Sol: Still in operation with no funding. Board of Directors continues to meet on occasion.

Heartland: Still offer some services that were prepaid through SJVLS (i.e., the Web site). The Board of Directors continues to meet regularly.

Gold Coast: Board of Directors continues to meet to provide a multi-type dialog. Cat-a-Link Gold union catalog will be supported by member public libraries for the time being. All other formal service have been curtailed.

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE: Consider additional membership/participating library applications from institutions and/or public library jurisdictions.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Regional Library Network Membership as of the October 2004 Board Meeting*

	Region I Cascade Pacific	Region II Golden Gateway	Region III Sierra Valley	Region IV Arroyo Seco	Region V Tierra del Sol	Region VI Heartland	Region VII Gold Coast	TOTAL
Academic Colleges/Universities	9	47	16	51	25	11	14	**173**
Participating Libraries	9	78	23	78	39	13	16	**256**
Public Library Jurisdictions	13	48	21	43	31	9	7	**172**
Participating Libraries	68	244	134	275	164	95	49	**1,029**
School Districts/Independent Schools	14	34	22	37	17	19	8	**151**
Participating Libraries	23	82	59	132	59	63	12	**430**
Special Agencies	4	27	21	18	23	14	16	**123**
Participating Libraries	4	29	23	25	27	15	17	**140**
Regional Totals:	**Region I**	**Region II**	**Region III**	**Region IV**	**Region V**	**Region VI**	**Region VII**	**TOTAL**
Members	40	156	80	149	96	53	45	**619**
Participating Libraries	104	433	239	510	289	186	94	**1,855**

*Subject to Board Approval at the October 21, 2004 meeting.

EXHIBIT A

Library of California
Regional Library Network
2002/03 Annual Report Summary
July 1, 2002 – June 30, 2003

Cascade Pacific Library Network (CPLN)

Administration: ***Expended: $53,907***

Attendance was taken and recorded at all meetings to assure by-law compliance; reports filed and approved by the LoC Board; new CPLN Board members were elected, recorded, and seated by July 1, 2003; Administration Committee reviewed operations and minutes and reported findings to Council semiannually; monthly and annual financial reports were made available. The administration budget supported a basic level of service for members in 2002/03.

Training & Continuing Education: ***Expended: $967***

Training was provided in cooperation with North State. Workshops were held on maximizing use of *Librarians Index to the Internet* and via videoconference on the topic of "Safeguarding Our Patrons' Privacy." Evaluations were provided for formal training sessions; results were analyzed and shared. CPLN utilized the new InfoPeople labs to the fullest extent possible. Registration numbers were obtained for the labs to analyze usage. The *Children's Services Training Manuals* were delivered to libraries upon request.

The budget for training was not sufficient to provide the number of workshops needed nor to encourage widespread attendance. It did not allow for CPLN to underwrite any InfoPeople workshops for members to attend on topics of interest outside of the immediate region.

Telecommunications Infrastructure: ***Expended: $12,880***

In order to assess members' technology needs and offer support and assistance, the 2002 Technology Survey was shared with all members via the Web page or in print. Member satisfaction levels with communications were obtained formally and informally. Videoconferencing for one Council meeting was attempted, but was unsuccessful. Four issues of the electronic newsletter, the major communication tool for the region, were published, distributed to members and interested non-members and archived online.

Information & Referral: ***Expended: $31,670***

CPLN contracted with North State for second-level reference service to CPLN members. Quarterly reports were provided and showed number of questions answered and turnaround time. Several field trips took place to member libraries where they were queried about use and satisfaction with the Reference Center and were encouraged to use it. An Interlibrary Loan workshop was held with 20 in attendance. One basic periodical database was provided for all CPLN members. The administrator attended three Reference Committee meetings and reported on activities to CPLN. Adequate reference support was provided for non-North State member of CPLN

EXHIBIT B

Regional Delivery: ***Expended: $9,147*** The CPLN contract with North State for delivery provided minimal service and did not cover delivery to non-North State CPLN members such as the special libraries and schools. CPLN members' satisfaction with North State delivery was measured informally. Members received deliverables in a timely fashion.	***Public Awareness:*** ***Expended: $0*** No funding was provided for this program. At a maintenance level, service was adequate for continuing and new members. The Web site contained only basic operational information—meeting dates, agendas, and minutes, workshop information, and current and past newsletters. Regular e-mail messages were send to the membership at least one a month. The state and local library funding exigencies took precedence of general information awareness.
Network/System work toward transition: CPLN and North State worked as a partnership in delivery, reference, and training. Inclusion of all types of libraries was encouraged at both organizations. From January-June 2003, the administrative position was filled by the same person so inter-organizational knowledge and communication was maximized.	

Golden Gateway Library Network (GGLN)

Administration: ***Expended: $23,571*** A primary focus of GGLN has been to maintain activities for which members provide services or coordinate services. For this reason, most activities during this period have been upon committee-generated services. Three staff development meetings were held; five meetings of the E-book Consortium were held; and three meetings of the GGLN Library Accessibility Committee were held. Minutes of all meetings are available online. The QandA Café merged with 24/7 Reference in October 2002. Board meetings were held in September 2002 and March 2003. Due to the uncertainty of LoC funding and future operations, the December meeting of the Board of Directors was cancelled. GGLN ceased maintenance of the GGLN Web site and communication as of June 30, 2003; however, the site is available for viewing.	***Training & Continuing Education:*** ***Expended: $0*** No funding was provided for this program. The list of training opportunities will continue to be maintained as part of the GGLN's telecommunications program (Calendar). Four workshops were sponsored by the National Library of Medicine for GGLN that will be provided by a pending associate member: the Pacific Medical Center. Two sessions of the Readers' Advisory Workshop were presented with 69 attendees. Outreach training was offered to GGLN members through CLA and ALA. Workshops included: dealing with high circulation, training staff on new technologies, pay equity, workshops on reaching out to youth and seniors, and safeguarding out patrons' privacy.

Telecommunications Infrastructure: ***Expended: $45,000*** The GGLN Board has prioritized the electronic delivery of information to members as its primary mission. To this end, the telecommunication program will be given priority, maintaining the staff for e-mail lists, the Web site, job postings, the training calendar, and electronic resource sharing. The Web site was a major program element of the GGLN. The homepage was continually updated with new and relevant information for members. 36 members continue to contribute funds for the maintenance and growth of the GGLN e-book Consortium. The Shared Resource Collection continues to be maintained for all GGLN members. GGLN coordinated the wiring of the SFP meeting rooms for ISDN communications with matching funds from InfoPeople, SFPL, and the Friends/Foundation of SFPL. The GGLN provided webex Web-based conferencing to its members and committees. It was used by the e-book committee to assist remote libraries to participate in the meetings.	***Information & Referral:*** ***Expended: $40,000*** The QandA Café merged with 24/7 Reference in October 2002. Funding was transferred from LoC to LSTA for this project. The GGLN on-line reference newsletter *SERACH* was mounted on the GGLN Web site to provide library and reference information to members.
Regional Delivery: ***Expended: $0*** No funding was provided for this program. Members will need to provide ILL and delivery services either independently or through existing service providers. GGLN has established a UPS account for nonpublic libraries for the delivery and return of ILL materials. These funds will not be replenished. The delivery fund was used by 10-15 nonpublic libraries on a monthly basis. The ILL/Resource Sharing Committee has determined that the lack of compensation to nonpublic libraries for lending is causing nonpublic libraries to question their participation in a resource sharing program.	***Public Awareness:*** ***Expended: $0*** No funding was provided for this program.
Network/System work toward transition: The decision of the Council is to suspend GGLN operations as of July 1, 2003. As a result of this decision, few activities were undertaken except for those that would foster the transition to the new service bureau: the Califa Group. GGLN anticipates that the Califa Group will provide many of the services and opportunities anticipated for the GGLN.	

Sierra Valley Library Network (SVLN)

Administration: ***Expended: $29,412***

The SVLN Board of Directors and Executive Committee of Network officers meet as needed. The Regional Library Council held its annual meeting in March 2003 to elect officers and new Board members. The Board met in May 2003 to review the Plan of Service for 2003/04 and expenditure estimates for 2002/03. The Board renewed a service agreement between SVLN and MVLS and 49-99/CAL for the two systems to provide the necessary administrative support and management for SVLN. New memberships are not being actively solicited and updates of potential member lists and other information may not be maintained. Information on new membership is available upon request.

Training & Continuing Education: ***Expended: $1,726***

Reference training needs assessment of network members has been informal and at a local system level; and development & provision of reference training in response to needs identified is available only on a cost-recovery basis. Delivery of training to sub-regional, geographically proximate groups will be available only on a cost-recovery basis. In March 2003, speaker Karen Hyman made presentations in two locations on "Customer Service in the Digital Age," funded jointly by SVLN, MVLS and 49-99. SVLN member libraries have the opportunity to participate in InfoPeople workshops offered statewide in a variety of topics, frequently related to reference services. This resource is invaluable, and members are encouraged to take advantage of the classes as they are announced.

Telecommunications Infrastructure: ***Expended: $42,583***

The Network Web site is minimally maintained; links to network member Web sites will be added only as time allows. The network listserv is maintained to share any relevant information to member libraries, and subscribers continue to be added to the listserv. Conference calls for Council, Board, committees, and other network groups are arranged as needed. The network maintains two regional virtual servers (hardware & software) with telecommunications links already in place; new replacement servers & upgraded software were purchased in 2002 and DRA Web2 software was also upgraded; provision of technical assistance to network members is minimal (remote only). SVLN has discontinued the expansion of technology inventory to new network members. Evaluation of the program is made by ongoing Council and Board progress assessments, and oversight.

Information & Referral: ***Expended: $0***

No funding was provided for this program. Provision of second-level reference service to members of SVLN has not been made available, even on a pay-for-service basis by staff of the system reference centers, as funding is simply not available. The move toward staff-mediated automated interlibrary loan via a consultant-provided subsystem continues, although planning for patron-initiated, "staff-less" automated interlibrary lending has been postponed. SVLN provided information to network members about state-level initiatives and about direct loan.

Regional Delivery: ***Expended: $34,850*** SVLN funds were used to augment CLSA funding of C&D via a service agreement with MVLS and 49-99/CAL. Delivery services are provided to 38 member libraries, representing 54% of the current SVLN membership. The delivery link between 49-99/CAL and MVLS continues this year doubling the geographic area for van delivery options and offering twice a week exchange. Due to lack of available resources and funding, SVLN was not able to extend delivery to additional network members, or to contract with a consultant to study delivery options for all network members.	***Public Awareness:*** ***Expended: $0*** No funding was provided for this program. The creation of new SVLN brochures/flyers was postponed until additional funding is available; creation of a toolkit for members to assist them in providing their own PR materials for the general public and/or create information materials for libraries was also delayed.
Network/System work toward transition: A delivery link, established in 2002, and continuing between the MVLS and 49-99/CAL deliveries, extending the delivery area throughout the SVLN service area. SVLN contracted with a consulting firm to study all issues involved in integrating MVLS and 49-99/CAL with SVLN, including organization, staffing, service provision, legal matters, and finances. SVLN, MVLS and 49-99/CAL worked closely with the consultants over several months with results being presented to the SVLN Board in October 2002. The Board decided to wait until ongoing budget concerns are addressed by the State. The Network continue to monitor state-level developments and assist in information gathering and documentation of service and funding needs and impacts on the public, and to make recommendations to the MVLS and 49-99/CAL administrative councils. If additional funding and resources are made available the network, along with MVLS and 49-99/CAL, will review services and issues for cooperative information and referrals. They will also pursue efforts to participate in the statewide 24/7 Reference program once funding is restored.	

Arroyo Seco Library Network (ASLN)	
Administration: ***Expended: $72,445*** The ASLN Council met once during the year. The ASLN Board met six times. A full-time Administrative Assistant supported both the Council and Board and served as Cooperate Secretary. Financial support services were contracted from a CLSA system within the region. The ASLN office was closed June 30, 2003, and the Admin. Assistant was laid off. Office equipment and furnishings has to be sold. Three members of the Board (representing public libraries) resigned in June. The annual member survey was conducted in January 2003 of all 151 members, with 76 surveys returned. For administration, responses were as follows: 5% indicated "does not meet expectations," 71% indicated "meets expectations," 17% indicated "exceeds expectations," and 7% indicated "not applicable/no response."	***Training & Continuing Education:*** ***Expended: $5,346*** Thirteen ASLN region-wide training events were held with a estimated total of 399 attendees. The Administrative Assistant was essential to the success of this program. She made all arrangements for the training events and was on-site at all but one of the events. Responses from the annual member survey indicated that for training & continuing education: 7% indicated "does not meet expectations," 57% indicated "meets expectations," 26% indicated "exceeds expectations," and 10% indicated "not applicable."

Telecommunications Infrastructure: ***Expended: $15,200*** The ASLN Web site was actively used (99% of the time) to provide information to members. New postings were added regularly. Contrary to the 2002/03 Plan of Service, the linked systems project was terminated because the reduced funding would not support the project. Instead, to assist members in preparing for future linking of online catalogs, members were invited to apply for grants to purchase and install Z39.50 software. Thirteen grants were awarded. Members were also invited to apply for technology enhancement grants, and 40 grants were awarded. Responses from the annual member survey indicated that for telecommunications: 3% indicated "does not meet expectations," 72% indicated "meets expectations," 20% indicated "exceeds expectations," and 5% indicated "not applicable."	***Information & Referral:*** ***Expended: $11,716*** ASLN members were offered access to the MCLS Second Level Reference Service and to participate in the 24/7 virtual reference service by adding the 24/7 icon to their individual library Web sites. MCLS answered 47 second level reference questions for ASLN members. 9570 questions were asked via the 24/7 connections from ASLN member libraries. Monthly statistics reports for both services were reviewed by the Board at each meeting, which enabled the Board to assess the members' level of interest in the program. The annual survey asked members to prioritize each program element, with 1 being the "most important and immediate need" to 6 being "the least important and can be addressed later." For information and referrals, 28% gave the program element a 1; 31% gave it a 2; 13% gave it a 3; 20% gave it a 4; and 8% gave it a 5.
Regional Delivery: ***Expended: $2,735*** On-demand delivery service was provided to all members. CLSA funds supported deliveries between public libraries and LoC funds supported all deliveries involving nonpublic libraries. 296 items were delivered in a timely manner. Responses from the annual member survey indicated that for regional delivery: 3% indicated "does not meet expectations," 41% indicated "meets expectations," 3% indicated "exceeds expectations," and 53% indicated "not applicable."	***Public Awareness:*** ***Expended: $1,129*** The ASLN Web site was able to provide service to all members. Responses from the annual member survey indicated that for public awareness: 9% indicated "does not meet expectations," 67% indicated "meets expectations," 5% indicated "exceeds expectations," and 19% indicated "not applicable." 49% gave this program element the lowest priority.
Network/System work toward transition: Because of the lack of potential funding for LoC, no planning has occurred for further transition. There is an apparent lack of interest in LoC on the part of the three CLSA systems in the region.	

Tierra del Sol Regional Library Network (TdS)	
Administration: ***Expended: $74,369*** The TdS Council adopted the 2003/04 Plan of Service and budget; voted to fill Board positions; and reviewed regional activities from the previous year. The TdS Board met six times and reviewed and/or approved new member applications, monitored downsizing of regional staff and operations, provided oversight of the 24/7 Reference Project, and of the combined Reference Service. Staff also worked with vendors to provide opportunities for consortium purchasing. More than $10,000 was saved by member libraries participating in the consortium priced electronic database purchase.	***Training & Continuing Education:*** ***Expended: $0*** No funding was provided for this program. Six three-day Effective Reference Performance (ERP) training sessions were provided for regional member library reference staff in several areas of the region. A total of 99 staff members from public, special and academic libraries participated in the training. Student evaluations were completed for each day of training. 95% of the attendees found the training to be very useful and a valuable tool to bring back to their reference desks.
Telecommunications Infrastructure: ***Expended: $0*** No funding was provided for this program and no activities associated with it.	***Information & Referral:*** ***Expended: $14,384*** Discussions continued with the staff of 24/7 for subscriptions to 24/7 Reference Service through the Web sites of interested member libraries; member library staff began training as virtual librarians. The staff of the System Reference Centers continue to plan and develop effective and efficient methods for the provision of reference service to the nonpublic libraries. Although the combined reference operation was discontinued in March 2003, the Inland Reference Center and the Serra Research Center coordinate reference service to TdS members. 2066 questions were submitted to the 24/7 Reference Service through URLs on the Web sites of participating TdS member libraries. The reference staff answered 122 questions from TdS members and 137 questions submitted via the 24/7 Reference Service in 2002/03. The average turn-around time for answered to TdS libraries was 97.8%; and for 24/7 questions was 82%; for an average turn-around time of 91% of questions answered within 10 day or less.

Regional Delivery: ***Expended: $19,818*** System couriers made 1326 delivery stops to TdS nonpublic library members; UPS service accounts were maintained to facilitate deliveries to libraries that are not served by the delivery couriers.	***Public Awareness:*** ***Expended: $0*** No funding was provided for this program. Promotional items were available for purchase and were also distributed at Board meetings, training session, and other appropriate times. Three issues of the regional newsletter were prepared. 650 copies were printed of each issue and distributed to member libraries.
Network/System work toward transition: The Administrative councils of both systems (Inland and Serra) began to look at the possibilities offered by the establishment of a regional network and the benefits to their libraries and customers. During the year the TdS Board discussed the steps needed to form an organization with staff that served the CLSA Systems. By combining the efforts and support of the CLSA systems, the TdS network achieved accomplishments that would not have been available to each organization working independently.	

Heartland Regional Library Network (HRLN)

Administration: ***Expended: $12,604*** A part-time regional administrator was employed to provide overall management of the Heartland Region's office. The region retains the services of an attorney for legal and expert advice. The HRLN Board meets monthly and the Council yearly with the executive director, State Library staff, and the SJVLS representative to conduct the business and set policy for the region. The Board held a retreat in September 2002 to further facilitate quality service and programs to its members. Members access information from the network's Web site and a member listserv allows for communication of pertinent information, notification of upcoming events and timely feedback. These method of communication allow the region to maintain an effective outreach to and interaction with all members.	***Training & Continuing Education:*** ***Expended: $4,015*** HRLN contracted with SJVLS for delivery and management of training and continuing education. Two training session were provided on use of the OCLC FirstSearch database service. Evaluations of the training sessions were mixed, depending on the trainer. The online Reference Correspondence Course was available to members. A total of 37 scholarships were used for registration for InfoPeople workshops. In addition, the quarterly newsletter, *News & Clues*, was sent in electronic form to members to provide information on upcoming events at area libraries, highlights on local collections, and information on HRLN services.

Telecommunications Infrastructure: ***Expended: $2,854*** Most telecommunications activities were contracted to SJVLS, which maintained the HRLN Web site with current information on services, training opportunities, and Board meetings. The Web site contains a link to the Heartland virtual catalog and instructions for subscribing to the Heartland e-mail discussion list, which includes a Web archive of messages. The Web site includes a feedback form and an e-mail link to the administrator. The amount budgeted covered the basic costs of providing this service, but did not support the required staff time needed to support continued implementation of complex services, such as the resource sharing system.	***Information & Referral:*** ***Expended: $15,331*** Most information and referral services were provided under contract with SJVLS and its Information Service. The Information Service accepts questions through a Web form, e-mail, fax, and phone. Answers are provided in the most expeditious and cost effective manner. In addition to question answering, the Information Service makes available on its Web site locally produced databases such as the Song Index and Antiques Index. The total number of questions submitted by HRLN members for 2002/03 was 432 (391 from public libraries and 41 from nonpublic libraries). The effectiveness of the service was measured by evaluation form and turnaround time was tracked via an Access database.
Regional Delivery: ***Expended: $28,639*** On-demand van delivery was provided to all members with a route schedule allowing for twice a week delivery. Delivery volume dropped significantly, partially because members seem to be reluctant to call for a pickup.	***Public Awareness:*** ***Expended: $45,128*** 40% of the administrative duties were assigned to the Public Awareness program. The Executive Director participated in local events as an outreach to the community, and contributed to the online newsletter. The HRLN Web site periodically posts items of interest to members. The Director was responsible for the development of Public Relations packages, which were delivered in print and online. The Director promoted the region to all non-member libraries in the region, and provided recruitment updates at each regional Board meeting. Periodic surveys determined desirable changes in the Public Awareness packets and activities. Over 100 informational packets were mailed to prospective members in early 2002. A majority of the packets went to school districts. Follow-up activities were scales back due to budget constraints. The receptiveness and awareness of the HRLN has increased according to interviews and meetings attended by the Director and members of the Board. Increased participation in the listserv is an indication of an effective outreach program.
Network/System work toward transition: HRLN has worked through SJVLS to effect collaborative efforts with CLSA. Lack of funding for both entities has seriously hampered efforts toward transition.	

Gold Coast Library Network (GCLN)

Administration: ***Expended: $56,267*** Attended all regional contacts meetings and LoC Board meetings. GCLN held three Board meetings. All Board packets were available over the Internet one week prior to Board meetings; all Board meeting agenda were posted on the GCLN Web site within 72 hours of meeting.	***Training & Continuing Education:*** ***Expended: $23,540*** GCLN sponsored a workshop on Disaster Preparedness for Libraries. Twenty-one (21) libraries participated and evaluated the workshop as very good or excellent; an update of the GCLN Interlibrary Loan Policy and Procedure manual was completed, approved and communicated to members.
Telecommunications Infrastructure: ***Expended: $18,190*** The Cat-A-Link Gold virtual catalog was considered the most essential service. 4019 ILL transactions were completed using Cat-A-Link Gold. GCLN Web site was continued and supported by California Polytechnic University. 992,000 hits reported on the Web site.	***Information & Referral:*** ***Expended: $5,350*** GCLN continued its contract for the 24/7 Reference Service; 636 reference questions were referred to 24/7 Reference; GCLN public members in particular viewed the service as an important adjunct to their service, especially as local library budgets got smaller. The service level was supported by the budget provided but it is unlikely the service will be continued for all Gold Coast members as it transitions to a different method of funding.
Regional Delivery: ***Expended: $5,224*** GCLN facilitated intra-regional delivery of information and materials through the provision of postage for ILLs and via ISDN lines for videoconferencing. Members libraries requested postage on an as-needed basis to cover ILL shipments. The service was continued at the proposed level.	***Pubic Awareness:*** ***Expended: $0*** No funds were budget for this program component. Delivery was provided informally through word of mouth between and among member libraries and their constituents.
Network/System work toward transition: Gold Coast has worked cooperatively with Black Gold and North Bay to update the Cat-A-Link Gold virtual catalog; MCLS provides the 24/7 Reference service on a contractual basis to Gold Coast members. Black Gold is looking at ways to continue the Cat-A-Link Gold virtual catalog.	

Document 13

INFORMATION

AGENDA ITEM: CLSA System Communications and Delivery Program *(On Consent Calendar)*

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Communications and Delivery Program continues to support the sharing of resources among the members of California's 15 Cooperative Library Systems.

Review and Discussion of 2004/05 System Plans: 2004/05 System Plans of Service have been received. Exhibit A displays the workload estimates and service delivery methods by System, abstracted from those plans. They show that most Systems will continue to use the Internet and other forms of telecommunications systems usage, such as access to online services, as their primary communications device. Systems have also adopted 2004/05 performance objectives. The average for communication is delivery of 92% of transmitted messages within 22 hours (See Exhibit B). For the delivery of materials, the average performance objective is 92% of the items delivered within 3 working days (See Exhibit C). Exhibit D includes two charts displaying the workload history of the number of communication messages and items delivered for each of the 15 Systems for the past ten years.

System annual report summaries for fiscal year 2002/03 were compiled and mailed to Board members and CLSA Systems in May. The achievement of performance objectives and workload activity for the System C&D program are reproduced as Exhibit E and F, consecutively. Systems met all the objectives they set for themselves in FY 2002/03. Exhibit G contains the expenditure report for 2002/03 showing that 45% of the total C&D program budget was provided by local funds.

System annual report summaries for fiscal year 2003/04 were received. However, time was not available to provide a compilation of those reports in this packet. Board members and System contacts will be mailed report summaries in early 2005.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2004/05 System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

System Communications & Delivery Program
2004/05 Service Methods and Workload Estimates

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other
BALIS	4,597	N/A	66.1%	33.9%	N/A	NU	37,600	NU	98.0%	1.0%	1.0%	NU
BLACK GOLD	407,775	NU	2.5% (a)	0.4%	10.3%	86.8% (b)	818,850	97.0%	NU	2.2%	0.5%	0.3%
49-99	28,000	NU	25.0%	12.5%	62.5%	NU	395,000	98.0%	NU	2.0%	NU	NU
INLAND	N/A	N/A	N/A	N/A	N/A	N/A	116,600	NU	83.0%	5.0%	8.0%	4.0%
MCLS	468,115	16.0%	4.0%	11.7%	42.7%	25.5% (c)	65,050	98.7%	1.0%	0.3%	NU	NU
MOBAC	2,637	N/A	59.2%	40.8%	N/A	NU	115,500	NU	99.9%	NU	NU	0.1%
MVLS	30,000	NU	20.0%	13.3%	66.7%	NU	218,250	95.0%	NU	1.0%	4.0%	NU
NORTH BAY	49,200	NU	16.3%	6.7%	77.0%	NU	2,755,000	NU	98.0%	1.0%	1.0%	NU
NORTH STATE	23,495	NU	12.4%	59.5%	28.1%	NU	487,069	97.0%	NU	1.0%	2.0%	NU
PENINSULA	283,200	N/A	2.5%	1.8%	N/A	95.7% (d)	1,653,000	96.0%	NU	1.0%	3.0%	NU
SJVLS	447,550	1.6%	2.0%	0.3%	96.1% (e)	NU	341,950	98.0%	NU	1.0%	1.0%	NU
SANTIAGO	121,098	N/A	76.4%	8.0%	9.4%	6.2% (f)	13,000	NU	95.0%	5.0%	NU	NU
SERRA	24,950	NU	29.7%	40.1%	28.1%	2.2% (g)	158,020	NU	98.0%	1.5%	0.5%	NU
SVLS	18,500	NU	43.2%	32.4%	24.3%	NU	30,000	NU	97.5%	2.0%	0.5%	NU
SOUTH STATE	4,400	NU	43.2%	20.5%	36.4%	NU	1,210	NU	99.0%	1.0%	NU	NU
TOTALS	1,913,517	4.3%	9.6%	6.1%	40.7%	39.3%	7,206,099	53.4%	43.7%	1.3%	1.6%	0.1%

N/A - Not Available

NU - Not Used

(a) Email is eliminating some phone calls and significantly reducing the number of faxes.

(b) Cat-A-Link Gold and Z39.50 searches of other catalogs; Horizon at Ventura and Innovative Interfaces, Inc. for the other six (6) Black Gold libraries.

(c) Not supported by CLSA.

(d) Telecirc

(e) In addition, 152,000 ILL requests are delivered between system members via the Dynix library automation system.

(f) OCLC and ALA Forms

(g) U.S. Mail

Doc. 7270

EXHIBIT A

SYSTEM COMMUNICATIONS PERFORMANCE OBJECTIVES
FY 2004/05
_____% of intrasystem messages will be received by addressees within
_____ hours (time of origin to time of receipt)

SYSTEM	%	HOURS
BALIS	95%	24
BLACK GOLD	90%	24
49-99	90%	48
INLAND	95%	24
MCLS	90%	24
MOBAC	100%	24
MVLS	100%	24
NORTH BAY	90%	8
NORTH STATE	90%	24
PENINSULA	98%	1
SJVLS	80%	4
SANTIAGO	95%	24
SERRA	90%	24
SVLS	90%	24
SOUTH STATE	90%	24
AVERAGE	**92%**	**22**

Doc. 6876

EXHIBIT B

SYSTEM DELIVERY PERFORMANCE OBJECTIVES
FY 2004/05
_____ % of items sent by intrasystem delivery will be delivered within
_____ working days

SYSTEM	%	DAYS
BALIS	90%	4
BLACK GOLD	98%	2
49-99	90%	3
INLAND	90%	1
MCLS	75%	2
MOBAC	100%	4
MVLS	100%	3
NORTH BAY	90%	4
NORTH STATE	90%	3
PENINSULA	98%	2
SJVLS	100%	3
SANTIAGO	90%	4
SERRA	90%	1
SVLS	90%	3
SOUTH STATE	90%	3
AVERAGE	**92%**	**3**

Doc. 6873

EXHIBIT C

SYSTEM COMMUNICATION WORKLOAD HISTORY*

SYSTEM	Actual Messages										Estimated Messages	
	93/94	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05
BALIS	30,286	21,338	14,053	13,921	9,700	15,557	12,595	11,700	10,700	10,700	5,850	4,597
BLACK GOLD	128,262	159,033	231,333	202,464	253,300	219,055	226,175	189,231	243,787	269,845	381,325	407,775
49-99	2,650	2,625	2,704	2,704	6,450	8,000	7,900	8,750	9,800	11,300	28,500	28,000
INLAND	15,424	12,013	14,331	16,375	22,130	18,449	32,995	31,000	16,539	10,292	43,250	NA
MCLS	154,852	272,534	341,960	490,691	407,750	739,045	739,045	782,176	312,588	317,573	477,800	468,115
MOBAC	29,613	31,448	26,642	29,815	35,272	27,190	8,498	6,320	4,550	4,550	3,540	2,637
MVLS	17,550	17,500	20,000	20,000	22,600	21,500	30,000	30,000	30,000	30,000	30,000	30,000
NORTH BAY	14,538	22,796	22,800	27,147	27,250	27,975	28,214	33,778	40,468	32,322	53,400	49,200
NORTH STATE	19,611	19,133	17,104	17,599	19,634	19,833	16,874	16,469	38,715	74,009	21,937	23,495
PLS	117,644	96,180	169,551	269,089	59,600	223,497	285,845	296,614	306,300	306,300	281,605	283,200
SJVLS	57,573	289,905	367,087	532,559	366,500	317,420	323,950	311,943	386,964	231,628	263,820	447,550
SANTIAGO	7,130	5,913	66,774	66,774	115,582	100,500	100,500	100,500	100,500	100,500	121,098	121,098
SERRA	16,510	17,125	31,528	34,150	31,150	29,740	30,285	30,600	31,150	25,750	26,950	24,950
SVLS	9,086	14,241	14,900	14,900	18,000	14,000	14,000	14,000	14,000	14,000	18,500	18,500
SOUTH STATE	6,780	8,736	8,214	6,522	6,740	5,210	8,417	6,868	6,868	6,868	4,400	4,400
TOTAL	627,509	990,520	1,348,981	1,744,710	1,401,658	1,786,971	1,865,293	1,869,949	1,552,929	1,445,637	1,761,975	1,913,517

*10 year history
NA - Not Available

SYSTEM DELIVERY WORKLOAD HISTORY*

SYSTEM	Actual Items Delivered										Estimated Items Delivered	
	93/94	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05
BALIS	170,950	49,200	35,850	33,700	33,700	34,675	36,835	32,248	32,320	47,400	37,300	37,600
BLACK GOLD	450,900	581,048	774,176	789,516	790,150	662,766	690,820	741,572	772,824	821,990	775,150	818,850
49-99	279,450	257,150	276,325	298,000	298,000	315,000	331,100	349,750	354,500	368,500	390,000	395,000
INLAND	37,120	23,140	21,500	22,761	23,800	77,192	144,756	126,720	87,770	146,726	108,600	116,600
MCLS	119,678	95,394	93,132	89,986	85,000	82,546	82,546	82,546	82,596	67,323	80,000	65,050
MOBAC	101,816	94,266	124,462	112,060	123,265	119,082	118,481	119,702	117,122	112,784	128,250	115,500
MVLS	100,700	100,500	90,500	95,900	95,900	91,475	109,420	110,000	160,200	192,710	192,710	218,250
NORTH BAY	416,615	483,547	839,872	1,059,479	782,000	1,524,775	1,616,245	1,841,716	2,264,328	2,757,654	2,587,592	2,755,000
NORTH STATE	453,586	453,940	436,754	451,847	436,813	413,166	430,268	407,284	495,378	453,616	476,024	487,069
PLS	1,616,950	1,866,500	1,610,500	1,429,100	1,427,000	1,301,050	1,409,780	1,657,288	1,690,600	1,964,000	1,877,500	1,653,000
SJVLS	120,280	133,664	252,220	179,814	143,385	202,313	229,863	259,623	276,790	315,855	307,050	341,950
SANTIAGO	135,000	84,000	63,000	61,000	60,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000
SERRA	369,732	279,913	280,250	253,500	73,500	70,135	143,293	73,050	150,695	151,238	152,812	158,020
SVLS	60,200	70,100	70,100	70,100	75,100	40,000	33,000	33,000	33,500	27,404	50,000	30,000
SOUTH STATE	2,860	3,228	3,980	19,200	23,600	14,425	3,500	4,056	4,056	8,346	1,210	1,210
TOTAL	4,435,837	4,575,590	4,972,621	4,965,963	4,471,213	4,961,600	5,392,907	5,851,555	6,535,679	7,448,546	7,177,198	7,206,099

*10 year history

Doc. 5104

Summary of 2002/03 Communications & Delivery Performance Objectives
CLSA System Program Annual Reports

System	Performance Objectives	Achievement of Performance Objectives
BALIS	a. 95% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 2 to 4 working days.	a. Objective met through the use of telefacsimile machines and PC's with modems. b. Objective met.
BLACK GOLD	a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message). b. 75% of items sent by intrasystem delivery will be delivered within 5 working days.	a. Objective met. The electronic communications used by Black Gold member libraries to facilitate resource sharing were entirely funded by local monies. E-mail and voice mail are being used increasingly to conduct business between libraries. Use of fax for communications has fallen off dramatically. b. Objective met. CLSA funds support only the delivery service essential to resource sharing. The delivery route is designed so there is no delay once an item has been picked up by the driver. Materials are sorted en route rather than returned to a central point for sorting.
49/99	a. 90% of intrasystem messages will be received by addressees within 48 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.	a. Objective exceeded, due in part to a fax machine with broadcast capabilities and internet email. Messages which would have been copied and sent via delivery to all members are now sent via fax and received more quickly. In addition, System staff has utilized Internet e-mail more this year for communicating with members, greatly improving overall System communications. b. Objective exceeded. 95% of items sent by intrasystem delivery were delivered within 2 working days or less.
INLAND	a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.	a. Objective met. b. Objective met.

EXHIBIT E

MCLS	Communications a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of all messages requiring a response will be answered within 2 working days. c. 187,750 messages will be transmitted among member libraries through all communications mechanisms (OCLC interlibrary loan subsystem, facsimile, telephone, Internet, e-mail & delivery). d. 2,000 reference related messages will be transmitted between the MCLS Reference Center & the member libraries via facsimile. e. 1,000 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via e-mail. Delivery a. 75% of the items sent by intrasystem delivery will be delivered within 2 working days. b. The remaining 25% of the items sent by intrasystem delivery will be delivered within 4 working days. c. 80,000 items will be transported among member libraries by the System delivery vans.	Communications a-e. Objectives met. Delivery a-b. Objectives met. c. Objective partially met. 67,288 items were transported among member libraries by the system delivery vans. The number of items transported may be lower than projected as a result of greater use of electronic communications and the increased availability of electronic resources.

MOBAC	a. 100% of intrasystem messages will be received by addressees within 24 hours. b. 100% of items sent by intrasystem delivery will be delivered within 2 to 4 working days. c. 127,000 items will be delivered during the fiscal year.	a. Objective met. b. Objective met. c. Objective partially met. 101,400 were delivered.
MVLS	a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day). b. 100% of items sent by intrasystem delivery will be delivered within 3 working days.	a-b. Objectives met. The communication & delivery methods continue to function adequately. The use of e-mail and Web-based information has increased in support of all programs. Local funds were added to meet the level of service provided.
NORTH BAY	a. 90% of intrasystem messages will be received by addressees within 8 hours (time of origin to time of receipt, working days only, telephone, fax & electronic mail). b. 90% of items sent by intrasystem delivery will be received within 4 working days.	a-b. Objectives met. The program continues to grow each year. Delivery volume increased 22% this fiscal year. In fiscal year 2001/02 the service grew 23% in volume. In fiscal year 2000/01 the program grew by 14%. Resource sharing works very well within the membership of NBCLS. The growth of the program is stimulated by the addition of members holdings on shared local systems and on SuperSearch. Member libraries now contribute 56% of the funds required for the delivery contract. The additional fees charged to the members is a great hardship for those with small budgets.
NORTH STATE	a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days. c. Replace delivery van with the most mileage on it to insure reliable delivery service.	a. Objective met. Electronic messages are used increasingly for communication among headquarters and member libraries. All electronic messages are received either instantaneously or within the next working day when staff reads electronic mail. b. Objective partially met. 90% of items sent by intrasystem delivery are delivered within 3 working days for libraries receiving 2 or 3 days per week delivery. However, libraries in Modoc, Lassen, and Plumas Counties receive items within 8 working days or more, as delivery service is once a week. c. Objective met. A new van was ordered.

PENINSULA	Communications 98% of the intrasystem messages will be received within one hour. Delivery a. 98% of intrasystem messages will be received within 1 hour. b. 98% of total items will be received within 2 working days (main library to main library). c. 98% of labeled items for special rush handling will be delivered to the receiving library by noon of the next working day following pick-up (main library to main library). d. 1,875,208 items will be delivered during the fiscal year. e. 50% of all items to SVLS will be delivered within 3 working days. f. 50% of all items to BALIS will be delivered within 3 working days.	Communications Objective met. 100% of messages sent through the automated system and e-mail were transmitted and delivered within seconds of origin. Legislative messages are e-mailed to System Administration. Delivery a. Objective met. 99% of all messages were received within minutes of transmission through the intrasystem e-mail. b. Objective met. c. Objective met. d. Objective met. 2,227,216 items were delivered. e. Objective met. 50-75% of items to SVLS were delivered within 3 working days. f. Objective met.
SJVLS	a. All system messages to be sent in the most cost-effective manner to: 1. Allow 100% of the reference & information messages to be received within 24 hours. 2. Allow 100% of planning, coordination, & evaluation messages to be received in a form & manner to expedite decision making & the efficient use of staff time. b. To allow 100% of interloan & other materials to be delivered within 3 working days. c. To allow member resources to be efficiently allocated in handling communication transactions for System activities.	a.-c. Objectives met. SJVLS operated 2 delivery vans in 2002/03, one belonging to the system and one belonging to the Heartland Region, but operated by SJVLS. Cutbacks in Library of California funding reduced van deliveries to Heartland members and reduced the number of items delivered to non-public libraries. The addition of all member library staff to the System-run Exchange server allowed most messages to be delivered efficiently over the system network without going through the Internet. Most internet messages are communication with other reference centers, the State Library, and direct communication with patrons. Use of LISTSERV software has enhanced both internal e-mail and external e-mail communication. Agendas and minutes for system meetings are routinely delivered via e-mail and supplemented with posting to the system Web page. Use of a Web-based form for submitting reference questions and use of email continues to reduce the reliance on fax and telephone for reference center communications.

SANTIAGO	a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 4 working days. c. An online directory of staff at SLS libraries, hosted on the MCLS Web site will be maintained.	a. Objective met due to the increasing use of fax and e-mail. b. Objective met. SLS contracts with MCLS for delivery service. Bi-yearly satisfaction surveys continue to rate service as excellent to good. c. Objective met.
SERRA	a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.	a. Objective met. Messages sent by fax, e-mail, or phone were received immediately. b. Objective met. Items going to Imperial County from San Diego and vice versa, as well as to certain outlying branches of San Diego County, can take 2 or 3 days longer. The smallest and most remote branches may occasionally require a week. 151,238 items were handled by Serra's delivery system.
SILICON VALLEY	a. 90% of the intrasystem messages will be received within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days. c. 50% of all items sent to PLS libraries will be delivered within 3 working days. d. 50% of all items sent to BALIS libraries and to the MOBAC Library System libraries will be delivered within 7 working days.	a.-d. Objectives met.

SOUTH STATE	a. 90% of intrasystem messages will be received by the addressee within one day or 24 hours (time of origin to time of receipt).	a. Objective met. Extensive use of fax, e-mail, and telecommunication lines between SSCLS members and headquarters. The MCLS office serves as the SSCLS headquarters.
	b. 90% of items sent by intrasystem delivery will be received by the addressee within 3 working days.	b. Objective met. MCLS contracts the delivery between member libraries and MCLS. The service is provided to CoLAPL headquarters, Pasadena Public Library and Ingelwood Public Library 3 times a week and to Palmdale City once a week.
	c. Youth services communications will be met by holding at least two meetings of Children's and Young Adult Services coordinators.	c. Objective met. Children's and Young Adult librarians meet to exchange ideas.
	d. SSCLS will monitor Arroyo Seco Library Network activities and communicate developments to member libraries.	d. Objective met. The System Administrative Coordinator attended Arroyo Seco Library Network Board and Council meetings. Information about ASLN developments is shared with System members through regular written updates.

System Communications & Delivery Program
2002/03 Service Methods and Workload Activity

	Actual Communications Workload (Messages)	Telecommunications Systems Usage					Actual Delivery Workload (Items)	Delivery Systems Usage					Actual Miles Traveled By All Delivery Vehicles
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other	
BALIS	10,700	NU	70%	30%	NU	NU	47,400	NU	95%	1%	4%	NU	35,000
BLK GOLD	269,845	NU	2%	1%(a)	5%	92%(b)	821,990	99.7%	NU	NU	NU	0.3%	74,100
49-99	11,300	5%	37%	12%	46%	NU	368,500	95%	NU	5%	NU	NU	107,000
INLAND	10,292	NU	63%	37%	NU	NU	146,726	NU	94%	3%	3%	NU	9,000
MCLS	317,573	NU	2%	2%	41%	55%(c)	67,323	97%	2%	1%	NU	NU	84,755
MOBAC	4,550	NU	60%	40%	NU	NU	112,784	NU	99%	NU	NU	1%	37,000
MVLS	30,000	NU	20%	13%	67%	NU	192,710	95%	NU	1%	4%	NU	70,000
NO. BAY	32,322	NU	18%	8%	74%	NU	2,757,654	NU	98%	1%	1%	NU	159,432
NO. STATE	74,009	NU	6%	8%	NU	86%	453,616	97%	NU	NU	1%	2	151,662
PENINSULA	306,300	NU	2%	1%	NU	97%	1,964,000	96%	NU	1%	2%	1%	52,000
SJVLS	231,628	96%	3%	0.2%	1%	NU	315,855	99%	NU	0.5%	0.5%	NU	57,400
SANTIAGO	100,500	NU	85%	13%	2%	NU	13,000	NU	90%	10%	NU	NU	12,000
SERRA	25,750	NU	33%	45%	19%	3%	151,238	NU	98%	1.5%	0.5%	NU	59,880
SVLS	14,000	NU	57%	43%	NU	NU	27,404	NU	98%	2%	NU	NU	N/A
SO. STATE	6,868	NU	39%	10%	51%	NU	8,346	NU	70%	5%	NU	25%	9,670
TOTALS	1,445,637	15%	12%	5%	14%	54%	7,448,546	54%	43%	1%	1%	1%	918,899

N/A - Not Available

NU - Not Used

(a) Not funded by CLSA System C&D, but by member libraries.

(b) Automated system holds filled.

(c) Delivery and OCLC ILL Subsystem.

EXHIBIT F

EXHIBIT G

Communications and Delivery Expenditures for FY 2002/03
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	$ 48,220	$ 6,004	$ 54,224
BLACK GOLD	56,746	15,602	72,348
49-99	49,419	49,095	98,514
INLAND	108,996	13,083	122,079
MCLS	101,690	28,705	130,395
MOBAC	51,853	12,262	64,115
MVLS	90,989	10,430	101,419
NORTH BAY	71,469	91,121	162,590
NORTH STATE	112,478	18,018	130,496
PENINSULA	40,234	207,087	247,321
SJVLS	67,053	364,760	431,813
SANTIAGO	46,388	0	46,388
SERRA	70,207	3,187	73,394
SILICON VALLEY	39,344	5,846	45,190
SOUTH STATE	40,914	0	40,914
TOTAL	$ 996,000	$ 825,200	$1,821,200

INFORMATION

AGENDA ITEM: CLSA Consolidations and Affiliations

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: June 30, 1983 marked the last date on which public libraries affiliating with Systems were eligible for grants under the Affiliations Program.

Although affiliation grants are no longer available, the State Board must still approve the proposed affiliation of independent public libraries with Systems, since funds for several CLSA programs are allocated on the basis of formulas in which the number of System members is a significant factor.

Public library consolidations (Section 18732) and System consolidations remain eligible for reimbursement grants indefinitely. By statute, consolidation establishment grants are paid as follows:

	For each of 2 years	Total Grant
Public library consolidation	$20,000	$40,000
System consolidation	$10,000	$20,000

No notifications of intent to consolidate or affiliate in the 2005/06 fiscal year were received by the September 1, 2004 filing date.

No notifications of intent to consolidate or affiliate in the 2006/07 fiscal year have been received to date. Exhibit A contains a history of CLSA consolidations and affiliations.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: The State Board will be notified of all proposed affiliations or consolidations at the Board meeting immediately following the receipt of notices of intent.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Exhibit A

Consolidations and Affiliations Made Under CLSA

The following consolidations and affiliations have been made since 1978/79, the first year of CLSA. They are shown by year of effective date of first grant award. Grant awards are made for each of two years.

1978/79 (first year of CLSA)

a. Public library consolidations:
   - Crescent City Public Library/Del Norte County Library District
   - Vacaville Unified School District/Solano County Free Library
   - Calistoga Public Library/Napa City-County Library
   - Woodland Public Library/Yolo County Library (Note: This consolidation was reversed by initiative, and the grant award was returned to the State.)

b. Library System consolidations:
   - Berkeley-Oakland Service System/East Bay Cooperative Library System/BALIS

c. Affiliations: None

1979/80

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Buena Park Public Library/Santiago
   - Arcadia Public Library/MCLS
   - Dixon Public Library/MVLS
   - Del Norte County Library District/North State

1980/81

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - King City Public Library/MOBAC
   - Livermore Public Library/BALIS

1981/82

a. Public library consolidations: None

b. Library System consolidations:
   - Los Angeles Public Library/Long Beach Public Library/MCLS
   - San Francisco Public Library/BALIS

c. Affiliations:
   - San Leandro Public Library/BALIS*
   - Palmdale Public Library/South State
   - Banning Public Library/Inland
   - Beaumont District Library/Inland

1982/83

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Hayward Public Library/BALIS
   - Los Gatos Memorial Library/South Bay

1983/84

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Thousand Oaks Public Library/Black Gold

1984/85

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Benicia Public Library/North Bay

d. System membership changes:
   - Kern County Library from South State to SJVLS

*San Leandro withdrew from BALIS at the end of its first year of membership, and the second year of the grant was not awarded.

1985/86

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations: None

d. System membership changes:
   - Larkspur Public Library withdraws from North Bay

1986/87

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations: None

d. System membership changes: None

1987/88

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations: None

d. System membership changes: None

1988/89

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Inglewood Public Library/MCLS

d. System membership changes:
   - Thousand Oaks Public Library from Black Gold to MCLS

1989/90

a. Public library consolidations:
   - Monterey County Library/King City Library

b. Library System consolidations: None

c. Affiliations: None

d. System membership changes:
   - San Benito County Library from South Bay to MOBAC
   - San Juan Bautista Public Library from South Bay to MOBAC

1990/91

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Oxnard Public Library/MCLS
   - Signal Hill Library/MCLS

d. System membership changes: None

1991/92

a Public library consolidations: None

b. Library System consolidations: None

c. Affiliations: None

d. System membership changes: None

1992/93

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations: None

d. Systems membership changes: None

1993/94

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations: None

d. System membership changes:
   - Monterey Public Library withdraws from MOBAC
   - Pasadena Public Library from MCLS to South State

1994/95

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Folsom Public Library/MVLS
   - Mariposa County Library/SJVLS

d. System Membership changes:
   - Los Gatos Public Library withdraws from South Bay

1995/96

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Rancho Cucamonga Public Library/Inland
   - Susanville Public Library/North State
   - Rancho Mirage Public Library/Inland

d. System Membership changes:
   - Huntington Beach Public Library withdraws from Santiago
   - Inglewood Public Library withdraws from MCLS

1996/97

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
   - Inglewood Public Library/South State
   - Belvedere-Tiburon Library/North Bay
   - Mission Viejo Public Library/Santiago

d. System Membership changes:

- Santa Ana Public Library withdraws from Santiago

1997/98

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
- Riverside County Library System /Inland
- Riverside Public Library/Inland

d. System Membership changes: None

1998/99

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
- Calabasas Public Library/MCLS
- Moreno Valley Public Library/Inland
- Murrieta Public Library/Inland

d. System Membership changes: None

1999/2000

a. Public library consolidations: None

b. Library System consolidations: None

c. Affiliations:
- Pleasanton Public Library/BALIS

d. System Membership change:
- Richmond Public Library from BALIS to North Bay

2000/01

a. Public library consolidations: None

b. Library Systems consolidations: None

c. Affiliations:
- Larkspur Public Library/North Bay
- Los Gatos Public Library/Silicon Valley

d. System Membership changes: None

2001/02

a. Public library consolidations: None

b. Library Systems consolidations: None

c. Affiliations:
- Irwindale Public Library/MCLS

d. System Membership changes:
- Colusa County Free Library from North State to MVLS

2002/03

a. Public library consolidations: None

b. Library Systems consolidations: None

c. Affiliations: None

d. System Membership changes: None

2003/04

a. Public library consolidations: None

b. Library Systems consolidations: None

c. Affiliations: None

d. System Membership changes:
- Dixon Unified School District Library from MVLS to North Bay
- Fullerton Public Library Withdraws from Santiago Library System

2004/05

a. Public library consolidations: None

b. Library Systems consolidations: None

c. Affiliations: None

d. System Membership changes: None

NOTE: September 1, 1982 was the last filing date for affiliations before grants for this part of the Act ended. (CLSA Regulations, Section 20190(a)(3)).

Public Libraries not members of any System, July 1, 2004

1. Fullerton Public Library *
2. Huntington Beach Public Library *
3. Monterey Public Library *
4. (Redlands) A.K. Smiley Public Library
5. San Leandro Public Library (member of BALIS, 1981/82 only) *
6. Santa Ana Public Library *
7. Vernon Public Library

** CLSA Participants*

Document 1624v1 C&A history
Rev. 8/2/04

MEMO

From: Susan Steinhauser, Chair of the Legislative Committee for the Library of California Board
To: Legislative Committee Members
Re: Report from the Chair
Date: October 4, 2004

I. On September 10, 2004, in my capacity as Library of California Board liaison to the California Library Association (CLA) Legislative Committee, I attended that Committee's meeting in Sacramento. Highlights are below:

SB 1161 (Alpert), California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2006. The majority of the meeting was devoted to discussing strategies to ensure the Governor's signature of SB 1161, the $600 million library construction and renovation bond bill. The Governor signed the bill September 22. Senator Alpert convened a celebratory press conference on September 23. The bond measure now goes to the electorate and will appear on the June 2006 ballot. I will keep you informed of CLA activity regarding the campaign for SB 1161's passage.

Acting President Sally Tuttle sent a support letter on behalf of the Board to the Governor (dated September 7); all Board members received a copy. In addition, by email to Board members (September 12 and 14) I asked them to notify the Governor of their support for the bill. My thanks to all who worked for the passage of this bill; please take a moment to thank the Governor (by e-mail, fax or letter).

Senator Dede Alpert's Retirement. Senator Dede Alpert, author of the Library of California legislation and long time champion for libraries, is "termed out" and retiring from the Senate. The LOC Board may want to take this opportunity to write her a letter congratulating her on her many accomplishments and especially thanking her for her long time support of libraries (eg SB 3 and SB 1161), including carrying the legislation that created the Library of California and thus extended library resource sharing to all libraries in our state.

Senate Pro Tem. Senator Don Perata (D-9 Oakland) was elected Senate pro tem and will be succeeding Senator John Burton

California Performance Review. On August 3 the California Performance Review, prepared with input from 275 volunteers, was submitted to the Governor and released to the public. The Review is a set of proposals to reform and revitalize state government. Cameron Robertson, Deputy State Librarian, has reviewed the document and identified 3 areas of interest to the State Library, all of which are being monitored: The Department of Education and Workforce Preparation, State Digital Records Vanishing, and Centralize California Heritage Program. Hearings were completed September 27. The Little Hoover Commission now reviews the document. It is anticipated that it will be submitted to the Legislature next spring.

Meetings/Events

- November 12-15, 2004: CLA Annual Conference in San Jose
- January 28 and February 4, 2005: Day in the District. Check CLA web site to sign up for visits
- April 20, 2005: CLA Legislative Day (Sacramento)

  NOTE: Due to budget restrictions the State Library DOES NOT reimburse LOC Board members for participation

II. Other

Legislative Strategies: I understand that Assemblymember Lois Wolk will be taking up Senator Alpert's mantle of support for libraries. It may be appropriate to invite her to the next Library of California Board meeting and address us as part of our Legislative Champion program.

Housekeeping: Revise the Legislative Committee's Mission Statement and Tracking Document to reflect current law.

loc.report from the chair. 10.4.04
Doc. #7450

LEGISLATIVE REPORT: FEDERAL – Board Positions on Recent Legislation – OCTOBER 2003 – updated October 4, 2004

BILL	TITLE	SUBJECT	AUTHOR	STATUS	PROPOSED LoC BOARD ACTION	CLA POSITION	LoC BOARD POSITION
Existing law	Library Services and Technology Act (LSTA) of 2002	Supports library services through technology and targeted services for special populations		The Act was reauthorized in September 2003 for five years. It is funded at the previous FY 2004 level ($198 million) by Continuing Resolution until Nov. 20, 2004. In FY 2004, California received $16,350,507 plus Federal awards to Indian tribes and national leadership projects. The House of Representatives has passed a higher budget level for FY 2005 ($219.993 million), but the full Senate has not taken action. The Senate Committee, however, recommended		Support	Support

				$223.560 million.			
Proposed state law	UCITA	A proposed state contract law designed to restrict ownership and use of digital information		Dead, due to the opposition of the American Bar Association and the Attorney Generals of most states, including California.		Oppose	Watch
Existing law	E-RATE	A Federal program subsidizing telecommunications costs in schools and public libraries		The FCC placed a moratorium on E-Rate funding in August 2004 due to increased scrutiny of the program. The Senate Committee on Commerce, Science, and Transportation has scheduled October 2004 hearings on problems in the program.		Support	Support
Existing law	Improving Literacy Through School Libraries Act of 2001	Amended Title II of the Elementary and Secondary Education Act (ESEA) to improve school libraries		The program is funded at the previous FY 2004 level ($19.842 million) by Continuing Resolution until Nov. 20, 2004. The House of Representatives voted for level funding and the		Support	Support

				Senate Committee voted to increase the amount to $22.842 million, but the full Senate has not taken action. The program is being evaluated by the U.S. Department of Education.			

LEGISLATIVE REPORT: STATE –Board Positions on Recent Legislation – OCTOBER 2003 - Updated October 4, 2004

BILL	TITLE	SUBJECT	AUTHOR	STATUS	PROPOSED LoC BOARD ACTION	CLA POSITION	LoC BOARD POSITION
Budget (04-05) SB 1113	Public Library Foundation	2004/05 State Budget reduced the Public Library Foundation to $14,360,000, from the $15,766,000 distributed in 03/04.				Support full funding	
Budget	Library of California	04/05 State Budget continues to provide no funding for LoC local assistance programs.					Support restoration of the LoC budget, October 2003
SB 40	Library Construction and Renovation Bond Act of 2004	Proposes a public library construction bond not to exceed $3.5 billion	Alpert	Died in Appropriations Committee		Support	Support
AB 222	California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2004	Proposes $4.47 billion for library construction bond for public libraries to be placed on the March 2004 ballot.	Corbett	Died in Appropriations Committee		Support	Support
SB 1161	California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2006	Proposes $600 million for library construction bond for public libraries to be placed on the June 2006 ballot.	Alpert	Approved by Governor 9/22/04		Support	